

**VA**



U.S. Department of Veterans Affairs  
Office of Human Resources Management

# VACO New Employee Orientation



**VA**



U.S. Department of Veterans Affairs  
Office of Human Resources Management

## **AGENDA:**

8:00- 8:15

### Welcome Remarks

Judy B. Welch, Director, Worklife and Benefits

8:15- 8:30

### ICARE Values

Thomas Pasakarnis, Policy Analyst, Veteran Experience Office

8:30- 9:15

### Benefits & Retirement

Kevin Bodas-Turner, Human Resources Specialist

9:15- 9:45

### Transit Subsidy Program

Michael Page, Program Manager

9:45-10:00

### Personal Safety and Security

Joel Andrews, Security Specialist

10:00-10:15

### **BREAK**

10:15-10:35

### Property Accountability, Responsibility & Management

Danny Powell, LD Management Analyst

10:35-10:55

### Safety & Occupational Health

Donald Hoard Jr., Safety & Occupational Health Manager





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## **AGENDA:**

|             |  |
|-------------|--|
| 10:55-11:20 | <u><i>Insider Threat Training</i></u><br>Christopher Bean, Security Specialist, Insider Threat Program         |
| 11:20-11:30 | <u><i>Counterintelligence Presentation</i></u><br>Terry Clyburn, Director, Operations & Nat. Security Services |
| 11:30-12:00 | <u><i>EEO, No FEAR, Whistleblower Protection</i></u><br>Lester Stephens, Equal Employment Specialist           |
| 12:00-1:00  | <u><b>LUNCH</b></u>  |
| 1:00-1:20   | <u><i>Veterans Health Administration</i></u><br>Gina Screen, VHA Office of Communication                       |
| 1:20-1:40   | <u><i>Veterans Benefits Administration</i></u><br>Eric Tucker, VBA Program Analyst                             |
| 1:40-2:00   | <u><i>National Cemetery Administration</i></u><br>Philip Tuzynski, Management and Program Analyst              |
| 2:00-2:15   | <u><i>Employee Assistance Program</i></u><br>Aaron Jones, Federal Occupational Health                          |
| 2:15-2:30   | <u><b>BREAK</b></u>  |





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## **AGENDA:**

- |           |   |
|-----------|---|
| 2:30-2:40 | <u>Center for Minority Veterans</u><br>Denise Wright, Acting Deputy Director                              |
| 2:40-2:50 | <u>Center for Women Veterans</u><br>Ana Claudio, International & National Outreach Manager                |
| 2:50-3:00 | <u>VA Center for Faith Based &amp; Neighborhood Partnerships</u><br>Nicholas Walters, Outreach Specialist |
| 3:00-3:10 | <u>VA Employees Health Unit</u><br>Dr. Nancy Anthracite, Federal Occupational Health                      |
| 3:10-3:20 | <u>VA Central Office Library</u><br>Janice Young, Director  |
| 3:20-3:35 | <u>Information Security Awareness</u><br>Latoya Butler-Cleveland, Information System Security Officer     |
| 3:35-3:45 | <u>AFGE – Labor Union</u><br>Renee Trotter, Attorney Advisor  |
| 3:45-4:00 | <u>Closing Remarks</u><br>Kevin Bodas-Turner, Human Resources Specialist                                  |





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# Welcome!

**Judy B. Welch**  
Director, Worklife and Benefits





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## VA Mission:

To fulfill President Lincoln's promise: *"To care for him who shall have borne the battle, and for his widow, and his orphan"* by serving and honoring the men and women who are America's Veterans.



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*Secretary Denis McDonough*



# PROTECT YOURSELF.

## Get the COVID-19 vaccine.



The COVID-19 vaccine is being offered to all Department of Veterans Affairs (VA) employees. While voluntary, you are encouraged to receive the vaccination to help protect you and the people around you, reduce the rates of infection and get ahead of the virus and its variants.

### **VA Central Office (VACO) employees located in the Washington, DC Area:**

Please use the VACO-specific SharePoint site at: [\*\*VACO COVID-19 Vaccination Registry - VAMC Washington, D.C.\*\*](#), which will allow you to submit your name and contact information to be added to VACO's list of employees to receive the COVID-19 vaccine at VACO, 810 Vermont Ave, NW, Washington, DC. You must be located within the local commuting area (50 miles). Travel and per diem costs are not covered.

### **VA Central Office (VACO) employees not located in the Washington, DC Area:**

Please visit: [\*\*Veterans Health Administration \(VHA\) COVID-19 Vaccine Coordinators\*\*](#), to connect with your local VHA COVID-19 Vaccine Coordinator in your local commuting area.

*\*Employees who receive the vaccine and subsequently experience an adverse reaction and are unable to work may be granted up to 2 days of authorized absence (timekeeping code "LN – Administrative" with the special note "Taking Examinations") with supervisory approval.*

***Please remember, although COVID-19 vaccines are being administered, it is important to continue to wear a mask, wash your hands and practice social distancing.***



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Presented by:

Thomas Pasakarnis  
Strategic Planner for Patient Experience  
Veterans Experience Office

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# VA Mission



To fulfill President Lincoln's promise:

*"To care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring the men and women who are America's Veterans.*



# VA Core Values

Our core values focus our minds on our mission of caring and thereby guide our actions toward service to others.

**Integrity – Commitment – Advocacy – Respect - Excellence**



Choose **VA**

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**VETERANS  
EXPERIENCE  
OFFICE**



# Defining ICARE

- **Integrity:** Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.
- **Commitment:** Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.
- **Advocacy:** Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.
- **Respect:** Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.
- **Excellence:** Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.



# Customer Experience (CX) Characteristics & Principles

- The CX Core Characteristics define what VA stands for and how it would like to be recognized as an organization. They help guide the execution of VA's mission, shape its strategy, and influence resource allocation and other key decisions made within VA. These Characteristics are: *Trustworthy, Accessible, Quality, Innovative, Agile, and Integrated*.
- CX Principles - 3 E's per CFR are:  
***Ease –Effectiveness- Emotion***
- All employees are responsible for the delivery of exceptional customer experience and will be guided by VA's Core Values and Characteristics.
- ICARE Core Values, Characteristics, and Principles are codified in our VA regulations at 38 C.F.R. Part 0.



# VA's Guiding Principles



## CONNECT & CARE EMOTION

is the ***Emotional*** element of Customer Experience. Showing empathy while making a human connection is how the customer feels welcomed and cared for.



## UNDERSTAND & RESPOND TO NEEDS EFFECTIVENESS

is the ***Effectiveness*** element of Customer Experience. Actively listening, understanding what the customer truly needs and responding to those needs is how the customer feels heard and acknowledged.



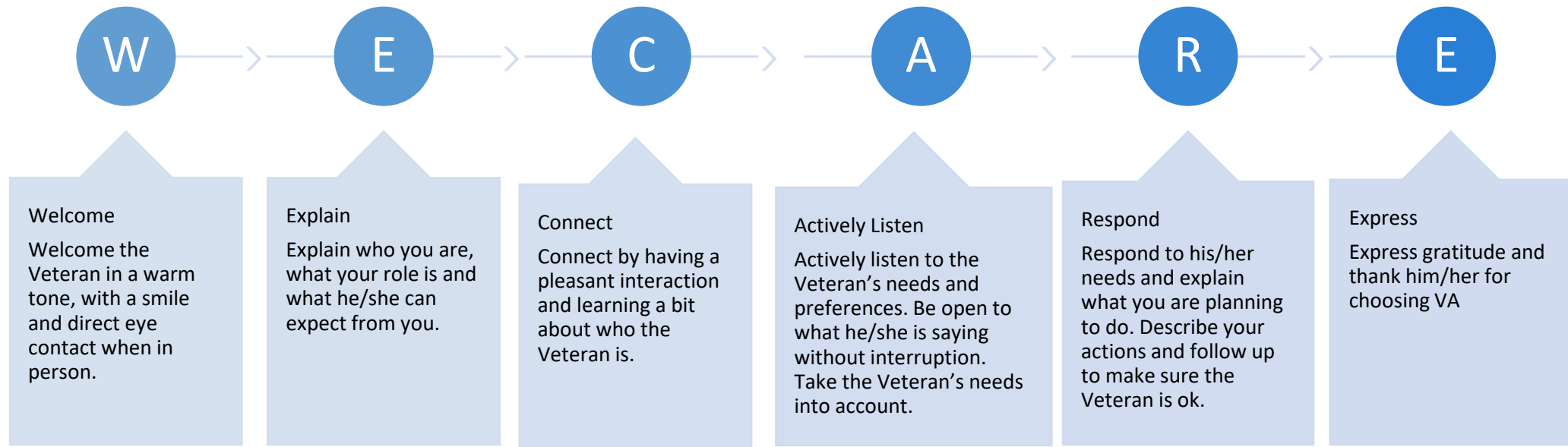
## GUIDE THE JOURNEY EASE

is the ***Ease*** element of Customer Experience. Providing simple, easy to follow instructions and assisting with navigating the VA's processes means the customer will know what to expect throughout the experience.



# Demonstrating Our Values

VA employees put ICARE values into action through WECARE behaviors



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# Benefits & Retirements

*VACO Worklife & Benefits (058)*



# Agenda

## Benefits

Federal Employees Health Benefits (FEHB)  
Flexible Spending Accounts (FSA)  
Federal Long-Term Care Insurance Program (FLTCIP)  
Federal Benefits Open Season  
Beneficiary Designation Elections

Federal Employees Dental & Vision Insurance Program (FEDVIP)  
Federal Employees Group Life Insurance (FEGLI)  
Benefit Actions (New Employee/Transfer)  
Child Care Subsidy Program (CCSP)

## Leave

Annual Leave (AL)

Sick Leave (SL)

Disabled Veteran Leave (DVL)

## Federal Employee Retirement System (FERS)

Payroll deductions

Eligibility Criteria

Annuity Computation

Disability

## Thrift Savings Plan (TSP)

Employee Contributions

Tax Treatment

Matching funds

Contribution Limits

## Miscellaneous

MyPay

Electronic Official Personnel Folder (eOPF)



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# Benefits

## Federal Employee Health Benefits (FEHB)

Federal Employee Health Benefits help you meet your health care needs by offering numerous plans which provide comprehensive health insurance for you, spouse and children under age 26.

### Plan Types:

*Fee-For-Service (FFS)* allows you to use doctor/hospital of your choice, some require a preferred provider, and reimbursement/Co-Pay is based on the specific plan selected.

*Health Maintenance Organization (HMO)* requires a Primary Care Provider, utilization of a network of providers & hospitals and to obtain referrals for services.

*Consumer Driven/High Deductible Health Plans (CDHP/HDHP)* offer catastrophic risk protection with higher deductibles, health savings accounts/reimbursement arrangements, and lower premiums. \*\*See IRS Publication 969 <https://www.irs.gov/pub/irs-pdf/p969.pdf>

### Enrollment Options:

*Self Only:* Enrollment covers only you; the enrolled employee.

*Self Plus One:* Enrollment covers you plus one eligible family member\* that you specify.

*Self and Family:* Enrollment covers you and all of your eligible family members\*.

Federal Government pays up to 75% of premiums, based on bi-weekly work schedule; premiums are pre-tax and based on plan you choose.

*\*Employees are required to provide documentary proof of family member eligibility during initial enrollment and qualifying life events.*

More information can be found at: [WWW.OPM.GOV/HEALTHCARE-INSURANCE](http://WWW.OPM.GOV/HEALTHCARE-INSURANCE)

Compare FEHB Plans: <https://www.opm.gov/healthcare-insurance/healthcare/plan-information/compare-plans/>



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# Benefits

## **Federal Employee Dental & Vision Insurance Program (FEDVIP)**

Comprehensive Dental and Vision insurance for you, spouse and children under age 22 in addition to any coverage provided by your FEHB plan (if you elect one).

Enrollment Options: Self, Self + One, Self + Family.

*Self Only:* Enrollment covers only you as the enrolled employee.

*Self Plus One:* Enrollment covers you plus one eligible family member whom you specify.

*Self and Family:* Enrollment covers you and all of your eligible family members.

Employee pays 100% of pre-tax premiums, federal government does not contribute.

\*\*Premiums are based on plan selected and region you reside in.

More information can be found at [www.benefeds.com](http://www.benefeds.com) or 1-877-888-3337



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# Virtual New Hire FEHB/FEDVIP Session



## As a New Federal Employee, We are Virtually Here to Service You!

We offer the weekly sessions below for newly hired federal employees to find out about our BLUE plan choices and to ask questions. **Please note that in addition to new hires, others interested in finding out more about our products are also welcome to attend.** These sessions are available on Tuesday, Wednesday and Thursday of each week.

|  |  |
|--|--|
| <b>TUESDAYS</b><br>Employees can join in to hear an overview of our Blue products and/or be able to ask questions                                | <b>Join via WebEx</b><br>• Product Overview 10:00 am - 10:30 am<br>• Q & A 10:30 am – 11:00 am<br>Please <a href="#">CLICK HERE</a> to register for this WebEx meeting |
| <b>WEDNESDAYS</b><br>Employees can join in at any time between 10 and 12 to chat online with an Account Manager to have their questions answered | <b>Online Live Chat</b> 10:00 am – 12:00 pm<br>Please <a href="#">CLICK HERE</a> to join the Online Live Chat  |
| <b>THURSDAYS</b><br>Employees can join in to hear an overview of our Blue products and/or be able to ask questions                               | <b>Join via Zoom</b><br>• Product Overview 10:00 am - 10:30 am<br>• Q & A 10:30 am – 11:00 am<br>Please <a href="#">CLICK HERE</a> to register for this Zoom meeting   |

 **BlueCross.  
BlueShield.**  
Federal Employee Program.  
[fepblue.org](http://fepblue.org)

  
Follow [fepblue](#) for family-friendly recipes  
and even more ways to eat healthy.



Virtual Multi-Carrier New Employee Benefits Webinar

## Congratulations on your new Federal employment!

Part of your onboarding includes learning about  
your benefit options and making the best  
selections for you and your family.



Register for a  
medical/dental/  
vision session  
by clicking [HERE](#)

Foreign Service Benefit Plan

GEHA

Kaiser Permanente

Mail Handlers Benefit Plan

UnitedHealthcare

FSAFeds

Benefeds

The Federal Long Term Care  
Insurance Program

Benefeds

Webinars are held:

**Thursdays at 11 am EST**

There will be an opportunity to ask questions  
before making your health care selections.



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# Benefits

## **Flexible Spending Account (FSA)**

Allows employees to set aside tax-free funds (minimum \$100) to use on eligible health care and/or dependent care expenses throughout the year.

**Health Care Flexible Spending Account (HCFSA)** can be used for eligible medical, dental and vision expenses that are not paid/reimbursed by insurance plan (\$2,750/yr. max; \$550 carryover\*)

*Doctor Visits/Co-Pays  
Glasses/Contacts*

*Prescriptions  
Massage Therapy*

*Surgery*

**Limited Expense Health Care Flexible Spending Account (LEX HCFSA)** can be used for eligible dental and vision expenses that are not paid/reimbursed by insurance plan. For employees enrolled in a Health Savings Account with a High Deductible FEHB Plan. (\$2,750/yr. max; \$550 carryover\*)

*Dental Exams  
Vision Exams*

*Dental X-Rays  
Glasses/Contacts*

*Cleanings*

**Dependent Care Flexible Spending Account (DCFSA)** is used for eligible expenses to care for children under age 13 or elderly dependents while you work. (\$5,000\*/yr. max per household; \$2,500\* if filing separately)

*Daycare (Child/Adult)  
After School Care*

*Pre-school  
Summer Camp*

*Nanny Services*

***\*\*Temporary changes permitted under American Rescue Plan and Consolidated Appropriations Acts of 2021 in file shared in chat\*\****

More information can be found at [WWW.FSAFEDS.COM](http://WWW.FSAFEDS.COM) or by calling 877-FSAFEDS (877-372-3337)



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# Benefits

## *Federal Employees Group Life Insurance (FEGLI)*

Term life insurance, at group rates, to help federal employees plan for the needs of their family in the event of their death, dismemberment or the death of their family member.

### Two types of coverage:

Basic: Annual Salary, rounded up to the next \$1,000, plus \$2,000.

Optional: If Basic elected, employees may make the following elections:

Option A: \$10,000 additional

Option B: 1 – 5 multiples of annual salary, rounded to next \$1,000

Option C: 1 – 5 multiples of \$5,000 (spouse) & \$2,500 (children up to age 22)



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# Benefits

## *Federal Employees Group Life Insurance (FEGLI)*

### Making Changes:

FEGLI elections may be decreased at any time. After initial 60-day election period, increases in coverage require a qualifying life event (QLE), a request to OFEGLI for insurance or an OPM FEGLI Open Season.

Employees may request an increase of coverages by completing **SF 2822** (Request for Insurance), obtaining a physical, and submitting the request to the Office of Federal Employees' Group Life Insurance for approval.

OPM announces infrequent FEGLI Open Season opportunities, generally 10-12 years apart, which allow all employees to elect increased coverages without the need for a qualifying life event or an SF 2822.

### Effective date of Changes:

Increased elections are effective the date election form received in Human Resources.

Decreased elections are effective the first day of the pay period following the date election form received in Human Resources.

All elections made during an OPM FEGLI Open Season require a 12-month waiting period to be effective.

FEGLI Premium Calculator can be found at <http://www.opm.gov/retirement-services/calculators/fegli-calculator/>

More information: [www.opm.gov/insure](http://www.opm.gov/insure)



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# Benefits

## **Federal Long Term Care Insurance Program (FLTCIP)**

Provides federal employees insurance to defray the cost associated with providing assistance in activities of daily living due to chronic illness, injury, disability, the aging process or due to severe cognitive impairment.

FLTCIP is available to federal employees, annuitants, active and retired military members and certain qualified relatives.

Elections made within 60 days of hire date eligible for abbreviated underwriting, after 60 days must undergo full underwriting process. \*\*Qualified relatives ALWAYS undergo full underwriting.

Premium is based on the plan selected (Daily benefit amount, length of benefit period and inflation factor combinations.)

More information, and to apply, visit [WWW.LTCFEDS.COM](http://WWW.LTCFEDS.COM) or call 800-LTCFEDS (800-582-3337)



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# Benefits

## Benefit Actions (New Employee)

**Elections must be made within 60 days of Entry on Duty (EOD)**

Federal Employee Health Benefits (FEHB): Enroll by completing **SF 2809** (Health Benefits Election Form) and submitting to Human Resources. Any election made will be effective the first day of the following pay period after receipt in Human Resources. \*Employees MUST provide proof of family member eligibility.

Federal Employee Dental & Vision Insurance (FEDVIP): Enroll at [www.benefeds.com](http://www.benefeds.com) or by calling 1-877-888-3337. Any election made will be effective the first day of the following pay period after election.

Flexible Spending Accounts (FSA): Enroll by visiting [www.fsafeds.com](http://www.fsafeds.com) or by calling 1-877-FSAFEDS(372-3337). FSA fund should be available shortly after setup, payroll deductions are made throughout the year.

**\*\*No new FSA elections after September 30th of any year, new employees must wait until Open Season.**

Federal Employees Group Life Insurance: Enroll by completing **SF 2817** (Life Insurance Election) and submitting to Human Resources. Any Optional Coverage elections will be effective the first day of the following pay period after receipt in Human Resources.



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# Benefits

## **Benefit Actions (Transfer Employees)**

### Federal Employee Health Benefits (FEHB):

Prior FEHB elections will remain the same. \*Regional Plans will not transfer with you (follow New Employee process).

### Federal Employee Dental & Vision Insurance (FEDVIP)

Prior elections will remain the same.

\*\*If not transferring within Veterans Administration, or if need to change from regional plan, you must contact BENEFEDS at 1-877-888-3337.

### Flexible Spending Accounts (FSA):

Contact FSAFEDS at 1-877-FSAFEDS(372-3337) to ensure transfer to VA.

### Federal Employee Group Life Insurance (FEGLI):

Prior FEGLI elections will remain the same.



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# Benefits

## **Federal Benefits Open Season**

Federal Benefits Open Season is held annually from the Monday of the second full workweek in November through the Monday of the second full workweek in December. Employees may enroll or make changes to their Federal Benefits (FGLI excluded.)

### Federal Employee Health Benefits (FEHB):

Open Season changes to Federal Employees Health Benefit may be made via SF 2809 or MyPay <https://mypay.dfas.mil/#/> (best choice) and will be effective the first day of the first pay period of the following year. \*May wish to print out confirmation page..

### Federal Employee Dental & Vision Insurance (FEDVIP):

Open Season changes must be made via [www.benefeds.com](http://www.benefeds.com) or by phone at 1-877-889-5680 and will be effective January 1st of the following calendar year.

### Flexible Spending Accounts (FSA):

FSA election must be made each year during Open Season, no automatic enrollment, by visiting [www.fsafeds.com](http://www.fsafeds.com) or by calling 1-877-FSAFEDS(372-3337)

FSA fund are available on January 1<sup>st</sup> of the following year and deductions are via payroll deduction throughout the year.



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# Benefits

## Childcare Subsidy Program (CCSP)

Assists lower income VA employees, with total household income less than \$89,999/yr., (Temporarily increased to \$144,000) with offsetting the cost of child care. There is a cap of \$5,000/year (\$416.66/month) to stay under IRS threshold.

| Employee's Total Family Income*<br>*Adjusted Gross Income | Percentage of Total Child Care Costs VA Will Pay |
|---|--|
| \$144,001 and above                                       | 0  |
| \$80,000 – \$ <del>89,999</del> 144,000                   | 25   |
| \$60,000 – \$79,999                                       | 30   |
| \$50,000 – \$59,999                                       | 35   |
| \$35,000 – \$49,999                                       | 40   |
| Under 34,999  | 45   |

For more information: [<internal link deleted>](#)

To apply: [<internal link deleted>](#)



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# Benefits

## Designation of Beneficiary Forms

Beneficiary Designation Forms identify the person/persons elected by you to receive benefits payable upon your death.

It is important to regularly review and verify your current beneficiary designation forms, as filed in your Electronic Official Personnel Folder (eOPF), and update accordingly; especially upon change in family status from marriage, birth, adoption, death...etc.

Beneficiary designations remain in effect until cancelled or superseded by new designation.

In absence of beneficiary designation, the Order of Precedence is:

*Surviving Spouse*, if none, then to *Surviving Children*, if none, then to *Parents*, if none, then to *Executor of Estate*, if none, then to *Next of Kin* as determined by state law.

| Beneficiary Form Name                         | Form number |
|---|-------------|
| Federal Employees Group Life Insurance (FGLI) | SF 2823     |
| Federal Employees Retirement System (FERS)    | SF 3102     |
| Unpaid Compensation                           | SF 1152     |
| Thrift Savings Plan (TSP)                     | TSP 3       |



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# Leave

## Annual Leave:

- Used for vacations, rest and relaxation and personal business or emergencies.
- Annual Leave is subject to the approval of supervisors based on scheduling needs.
- Federal Employees earn Annual Leave based on length of Service.
- Maximum Annual Leave Accumulation: 240 hours\*

\*Any accrued annual leave in excess of maximum will be forfeited at the end of leave year (end of last pay period of year).

| Leave Group | Years of Creditable Service | Hours of AL earned per pay period |
|-------------|-----------------------------|-----------------------------------|
| 1           | Less than 3                 | 4                                 |
| 2           | 3- 15                       | 6                                 |
| 3           | More than 15                | 8                                 |

## Sick Leave:

- Used for medical appointments/sickness for self and family care, birth/adoptions and bereavement.

\*\*Limits exist on usage for family care reasons.

- All employees earn 4 hours of sick leave per pay period.
- There is no maximum accumulation of sick leave.



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# Leave

## *Disabled Veteran Leave*

Veterans, first hired on/after November 05, 2016 AND have a 30% or greater service-connected disability, may receive up to 104 hours of Disabled Veteran Leave to be used for appointments/treatment connected to their service-connected disability.

This is a one-time benefit with a single continuous 12-month eligibility period to use the leave.

Any unused Disabled Veteran Leave hours are forfeited after the 12-month eligibility period with no carry, lump sum payment or waivers authorized.

Veterans of military reserve or national guard who obtain a qualifying service-connected disability, greater than 30%, occurring after a deployment may gain eligibility for this benefit.

Eligibility is determined by your Human Resources office. You will need to provide HR with your official approval letter from the Veterans Benefits Administration to apply for this benefit.

More information: <https://www.opm.gov/policy-data-oversight/pay-leave/leave-administration/fact-sheets/disabled-veteran-leave/>



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# Federal Employees Retirement System (FERS)

The FERS is a three-tiered retirement plan consisting of a Basic Pension (Annuity), Social Security and Thrift Savings Plan (TSP) (along with other savings/investments).

Annuity is a defined “benefit” plan which is based on salary and years of service, not the amount contributed. Employees (and government) contribute to the FERS system via payroll deduction based on a percentage of basic pay; rates are generally based on initial hire date.

|                       | FERS                 | FERS-RAE             | FERS-FRAE           |
|-----------------------|----------------------|----------------------|---------------------|
| Employee Contribution | 0.8%                 | 3.1%                 | 4.4%                |
| Hired:                | 1/1/1987 -12/31/2012 | 1//1/2013-12/31/2013 | On/after 01/01/2014 |

## How is my Annuity Calculated?

High-Three                      X                      1% (1.1%)                      X                      Years of Service

- (1) The base of all FERS annuities is your “High-Three” average salary. This is the highest consecutive thirty-six months of pay throughout your career.
- (2) The average salary is multiplied by 1% (1.1% if >62 with >20yrs service);
- (3) Resulting product is then multiplied by total years of creditable service for retirement.



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# Federal Employees Retirement System (FERS)

## Credible Federal Service (FERS)

All federal service in which employees *pay is subject to FERS retirement deductions*.

Certain federal *service before 1989*, where an employees pay was not subject to deductions, as long as a deposit is made.

- The deposit amount is, generally, 1.3% of employee's salary plus any interest (from initial entry into federal service)

Active Military service, performed in the US Armed Forces (active and reserve), terminated under honorable conditions (Military Service Deposit)

- The deposit is, generally, 3% of total basic pay while on active duty.
- Deposit does not accrue interest for 2 years (from initial entry into federal service).
- Interest accrues annually and deferred to the Interest Accrual Date.
- Military Service Deposit (MSD) must be paid prior to separation for retirement.
- \*Employees entitled to a pension based on their active service are ineligible (limited exceptions).
- \*Credit for National Guard service has limitations.

(<https://www.dfas.mil/civilianemployees/militaryservice/militaryservicedeposits/>)



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# Federal Employees Retirement System (FERS)

## Retirement Eligibility (FERS)

Eligibility for a FERS annuity is based on a combination of Age and years of creditable federal service. You must meet the minimum criteria in both columns to be eligible for a full annuity; the top three meet this criteria.

\*An MRA + 10 is considered, by OPM, as an early retirement. This results in a reduction of annuity payment (for life) by 5/12<sup>th</sup> percent per month (5% per year) for each month under age 62. \*You can reduce or eliminate by postponement of receipt of annuity.

| Age                 | Years of Service |
|---------------------|------------------|
| 62                  | 5                |
| 60                  | 20               |
| Min. Ret. Age (MRA) | 30               |
| MRA                 | 10*              |



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# Federal Employees Retirement System (FERS)

## Minimum Retirement Age (MRA)

| If you were born  | Your MRA is      |
|-------------------|------------------|
| Before 1948       | 55               |
| In 1948           | 55 and 2 months  |
| In 1949           | 55 and 4 months  |
| In 1950           | 55 and 6 months  |
| In 1951           | 55 and 8 months  |
| In 1952           | 55 and 10 months |
| In 1953-1964      | 56               |
| In 1965           | 56 and 2 months  |
| In 1966           | 56 and 4 months  |
| In 1967           | 56 and 6 months  |
| In 1968           | 56 and 8 months  |
| In 1969           | 56 and 10 months |
| In 1970 and after | 57               |



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# Federal Employees Retirement System (FERS)

## **Disability Retirement (DIB)**

As part of the Federal Employee Retirement System (FERS), employees are covered for long-term disability benefits. You must meet ALL the following conditions:

- Complete at least 18 months of creditable federal civilian service.
- You must have become disabled, because of disease or injury, for useful and efficient service in your current position.
- Disability must be expected to last at least one year.
- Receive agency certification that they're unable to accommodate your disabling medical condition.
- Apply before separation from service or submit your application to OPM within one year thereafter.
- Apply for social security disability benefits.

## **Disability Compensation:**

1<sup>st</sup> year – 60% High-Three MINUS 100% of Social Security Disability benefit.

2<sup>nd</sup> year until eligible for immediate voluntary retirement – 40% High-Three MINUS 60% of Social Security Disability benefit.



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# Thrift Savings Plan (TSP)

TSP is a defined “contribution” plan where the retirement income derived is dependent on the contributions made by YOU and the employer (VA).

## Employee TSP Contributions

- Employees are automatically enrolled in TSP with a 5% contribution rate unless employee indicates otherwise.
- TSP contributions must be made via payroll deduction or transferred/rolled over from other eligible plans.
- Employees should visit MyPay to make changes to their TSP contribution percentage/amount.
- The Thrift Savings Plan will mail new employees their account number and temporary password within 30 days of EOD.
- Employees will need to create account at [www.tsp.gov](http://www.tsp.gov) to manage their TSP account.

## Employee TSP Allocations

- Contributions are initially allocated (invested) into an age-appropriate “L” Fund (required by Smart Savings Act).
- Employees must visit [www.tsp.gov](http://www.tsp.gov) to make changes to the allocation of their TSP contributions.

## TSP Loan

- Transfer employees, with TSP Loan, need to submit a TSP-19 (check LES to ensure transfer of loan)



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# Thrift Savings Plan (TSP)

## Tax Treatment of TSP Contributions

You can choose between two tax treatments for your TSP contributions:

**Traditional** - You defer paying taxes on your contributions and their earnings until you withdraw them.

**Roth** - You pay taxes on your contributions as you make them, and your earnings are tax-free at withdrawal as long as you meet certain IRS requirements.

Employees may contribute to both Traditional and Roth, in any percentage/amount combination as long as they don't exceed annual contribution limits and can make changes at any time on MyPay.

| Treatment of   | Traditional TSP  | Roth TSP  |
|----------------|--|---|
| Contribution:  | Pre-Tax  | After-Tax   |
| Your paycheck: | Taxes are deferred, so less money is taken out of your paycheck. | Taxes are paid up front, so more money comes out of your paycheck.  |
| Withdrawals:   | Taxable when withdrawn   | Tax-free if 5 years since January 1st of the year you made your 1st Roth Contribution, AND age 59 ½ or older, permanently disabled or deceased. |



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# Thrift Savings Plan (TSP)

## Agency/Matching Contributions

Veterans Administration contributes, automatically, 1% to employees TSP account and will match up to 5% (all government contributions are made to Traditional TSP)

| Your Contributions | Agency Contribution    |
|--------------------|------------------------|
| 0%                 | 1%                     |
| 1% to 3%           | \$1 for \$1            |
| 4% to 5%           | \$0.50 for each \$1.00 |

## TSP Contribution Limits 2021

Employees may contribute up to \$19,500.00 (elective deferral), via payroll deduction, to their TSP per calendar year.

Employees over age 50, may contribute an additional \$6,500.00 (Catch-Up Contribution) per calendar year (spill over).

The total amount of all contributions made on behalf of an employee in a calendar year is \$58,000.00\*.

\*\*Includes employee contributions (tax-deferred, after-tax, and tax-exempt), Agency/Service Automatic (1%) Contributions, and Matching Contributions.



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# Thrift Savings Plan (TSP)

## TSP Fund Comparison Matrix

|                            | G Fund  | F Fund   | C Fund  | S Fund  | I Fund  | L Funds   |
|----------------------------|---|--|---|---|---|---|
| Description of Investments | Government securities (specially issued to the TSP) | Government, corporate, and mortgage-backed bonds                           | Stocks of large and medium-sized U.S. companies                       | Stocks of small to medium-sized U.S. companies (not included in the C Fund) | International stocks of 21 developed countries  | Invested in the G, F, C, S, and I Funds   |
| Objective of Fund          | Interest income without risk of loss of principle   | To match the performance of the Barclays Capital U.S. Aggregate Bond Index | To match the performance of the Standard & Poor's 500 (S&P 500) Index | To match the performance of the Dow Jones U.S. Completion TSM Index         | To match the performance of the Morgan Stanley Capital International EAFE (Europe, Australasia, Far East) Index | To provide professionally diversified portfolios based on various time horizons, using the G, F, C, S, and I Funds  |
| Risk                       | Inflation risk                                      | Market risk, Credit risk, Prepayment risk, Inflation risk                  | Market risk, Inflation risk   | Market risk, Inflation risk   | Market risk, Currency risk, Inflation risk  | Exposed to all of the types of risk to which the individual TSP funds are exposed - but total risk is reduced through diversification among the five individual funds |



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Automated system allowing employees to process certain discretionary pay items without the use of paper forms, review Leave and Earnings Statements and tax statements.

|                                      |   |
|--------------------------------------|---|
| Change your Address                  | Review your Leave and Earnings Statements |
| Change your TSP Contributions        | Review and change your Direct Deposit     |
| Change Federal/State Tax Withholding | Change FEHB (during Open Season)          |
| Print Tax Statements (W-2)           | Elect Health Savings Accounts             |

Employees will receive email from [Smartdocs@DFAS.mil](mailto:Smartdocs@DFAS.mil)  
MyPay is accessed at <https://mypay.dfas.mil/mypay.aspx>  
Pay Calendar [<internal link deleted>](#)

## Electronic Official Personnel Folder (eOPF)

A web-enabled electronic depository providing federal employees and Human Resource (HR) personnel access to all official records that cover a federal employees employment history.

New employees will receive a User ID and password to their VA email address within a few weeks.

eOPF is accessed at <https://eopf.opm.gov/va>

**\*\*It is important to check your eOPF frequently and to notify your HR Liaison regarding incorrect or missing information.**



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**VA**



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Office of Human Resources Management

# VA Office of Administration Transit Benefits Program



# Office of Administration: Transit Subsidy Program

- **VA Directive 0633, Transit Benefit Program**
- **Purpose.** The Program provides a non-taxable subsidy designed to encourage employees to use mass transportation in their daily commute to and/or from work by methods other than single occupancy vehicles in order to reduce air pollution, noise, and traffic congestion in metropolitan areas.
- **Amount:** Qualified employees can receive up to the maximum amount of \$270/month (effective January 2020).



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# Employee Eligibility

**Qualified VA Employee.** The transit benefit program is limited to current employees paid by VA.

- “Employee” means an employee as defined by section 2105 of title 5, United States Code. That definition covers individuals formally appointed to positions under title 5 or title 38 authorities.
- Qualifying VA employees may have regular or intermittent tours of duty, be full-time or part time, be on permanent or temporary appointments, provided they are formally appointed to the position and are paid by VA. Excluded from participation are title 38 residents, fellows, and trainees who are paid through a disbursement agreement; volunteers and others without-compensation (WOC) individuals; Compensated Work Therapy Program participants; fee basis appointees, consultants paid on a contract; individuals employed by a contractor; AmeriCorps members; and any individuals who do not meet the statutory definition of “employee” in 5 U.S.C 2105.
- Individual employees may be excluded from participation in the program if it is determined that they have misused the transit benefits, depending on the severity of the abuse.



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Office of Human Resources Management



# Qualified Transit Subsidy Expenses

- **Mass transportation.** Any form of public transportation operated for use by the general public (i.e., buses, subways, ferries, commuter buses, trains, and qualified van pools).

|  |                                       |                           |                                    |   |
|--|---------------------------------------|---------------------------|------------------------------------|---|
| <a href="#">ART (Arlington County)</a> | <a href="#">DC Circulator</a>         | <a href="#">MARC Rail</a> | <a href="#">Metro Rail</a>         | <a href="#">Ride-On Bus (Montgomery County)</a> |
| <a href="#">CUE Bus</a>                | <a href="#">Fairfax Connector</a>     | <a href="#">MARTZ</a>     | <a href="#">MTA Commuter Buses</a> | <a href="#">The Bus (Prince Georges County)</a> |
| <a href="#">DASH</a>                   | <a href="#">Loudon County Transit</a> | <a href="#">Metro Bus</a> | <a href="#">PRTC / OmniBus</a>     | <a href="#">Virginia Railway Express (VRE)</a>  |

- **\*\*Each company provides fair and schedule**
- **Qualified Van Pool.** A commercially owned highway vehicle with seating capacity for at least six adults excluding the driver. The vehicle may be owned and operated either by public transit authorities or by a person in the business of transporting persons for compensation or hire.
- Does **not** cover parking
  - You can place personal funds on your SmarTrip card that will be placed into a separate account
- Cannot be under a subsidized parking program at VA.



# MUST's to apply for the transit benefit

- Have a Personal Identification Verification (PIV) card.
- Have a registered SmarTrip Card to participate (<https://smartrip.wmata.com/Registration/Register.aspx>)
- Register with Commuter Direct, if applicable (<https://www.commuterdirect.com/login/>). Commuter Direct is used if your mode of transportation does not accept the SmarTrip card.
- Apply using the On-line system: [<internal link deleted>](#)

\*Questions can be directed to your transit manager.



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Office of Human Resources Management

# On-line Application

Go to the [VA Transit Benefit Application System](#)

- Log in using your PIV card
- Click: Enroll
- Select the information based on what is application to you.  
Select your administration, provide your supervisors information, etc

The screenshot shows the VA Transit Benefit Program application system interface. At the top, there is a header with the VA logo, the U.S. Department of Veterans Affairs seal, and the text "U.S. Department of Veterans Affairs" and "Transit Benefit Program". To the right of the header is the "I CARE" logo. Below the header is a progress bar with 11 steps: Eligibility, Privacy Act Statement, Enrollment Request, Applicant Information, Ethics Training, Applicant Certification, Applicant Type, Organization Information, Expense Worksheet, Applicant Review and Signature, and Completion. The "Eligibility" step is currently selected and highlighted in orange. Below the progress bar, there is a "Welcome," message and a "Home Help" link. The main content area is titled "Submit Application" and "Eligibility". It lists the requirements for eligibility: "To be eligible for the VA Transit Benefit Program (TBP), participants must:" followed by a bulleted list: "Use a qualified means of transportation to commute to and from work or designated telework center;" "Not be receiving transportation benefits from other sources;" and "Not be in receipt of a parking subsidy; and". Below this, it states "The following are not eligible to receive the benefit:" followed by a bulleted list: "Contractors". At the bottom of the main content area are two buttons: "< Previous" and "Next >". The version number "Version: 1.1.6" is displayed in the bottom right corner of the interface.



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# On-line Application

When you get to the Expense Worksheet field, enter the following

- Number of Days Commuted per month
  - ☐ 22 for an 8 hour tour of duty
  - ☐ 20 for a 9 hour tour of duty
  - ☐ 18 for a 10 hour tour of duty
  - ☐ Part-time or employees with regular telework schedules should enter a number consistent with their monthly commuting schedule.



## Expense Worksheet:

Do not include days that you telecommute in the **Number of Days Commuted Per Month** field.

Number of Days Commuted Per Month:

Time Reporting to Work:

Time Leaving from Work:

| Mode of Transportation                | Name of Transportation Company | Frequency of Purchase                 | Cost of one way leg or weekly/monthly pass | From (Station/Start point) | To (Station/End point) | Total Cost for Mode | Action  |
|---------------------------------------|--------------------------------|---------------------------------------|--|----------------------------|------------------------|---------------------|---|
| RAIL                                  | WMATA                          | DAILY                                 | 6.00                                       | Shady Grove                | McPherson Square       | 132.00              | <input type="button" value="Edit"/> <input type="button" value="Delete"/> |
| RAIL                                  | WMATA                          | DAILY                                 | 6.00                                       | McPherson Square           | Shady Grove            | 132.00              | <input type="button" value="Edit"/> <input type="button" value="Delete"/> |
| <input type="text" value="[SELECT]"/> | <input type="text"/>           | <input type="text" value="[SELECT]"/> | <input type="text"/>                       | <input type="text"/>       | <input type="text"/>   |                     | <input type="button" value="Add"/>  |

**Your Monthly Grand Total  
Mass Transportation  
Commuting Costs:** 264.00



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# On-line Application

**IMPORTANT:** If you transfer from Bus to Rail, please make sure that the \$0.50 transfer discount is reflected on your application. The discount is applied to whichever mode you are transferring to (i.e. the second leg of your trip).

**Make sure to include the FULL amount of your commute expenses, even if it is over the maximum subsidy amount.**

## Expense Worksheet:

Do not include days that you telecommute in the **Number of Days Commuted Per Month** field.

**Number of Days Commuted Per Month:**

**Time Reporting to Work:**

**Time Leaving from Work:**

| Mode of Transportation                | Name of Transportation Company | Frequency of Purchase                 | Cost of one way leg or weekly/monthly pass | From (Station/Start point) | To (Station/End point) | Total Cost for Mode | Action  |
|---------------------------------------|--------------------------------|---------------------------------------|--|----------------------------|------------------------|---------------------|---|
| LOCAL BUS                             | WMATA                          | DAILY                                 | 2.00                                       | Shady Grove                | McPherson Square       | 44.00               | <input type="button" value="Edit"/> <input type="button" value="Delete"/> |
| RAIL                                  | WMATA                          | DAILY                                 | 5.50                                       | McPherson Square           | Shady Grove            | 121.00              | <input type="button" value="Edit"/> <input type="button" value="Delete"/> |
| RAIL                                  | WMATA                          | DAILY                                 | 6.00                                       | McPherson Square           | Shady Grove            | 132.00              | <input type="button" value="Edit"/> <input type="button" value="Delete"/> |
| LOCAL BUS                             | WMATA                          | DAILY                                 | 1.50                                       | Shady Grove                | Home                   | 33.00               | <input type="button" value="Edit"/> <input type="button" value="Delete"/> |
| <input type="text" value="[SELECT]"/> | <input type="text"/>           | <input type="text" value="[SELECT]"/> | <input type="text"/>                       | <input type="text"/>       | <input type="text"/>   |                     | <input type="button" value="Add"/>  |

**Your Monthly Grand Total** 330.00  
**Mass Transportation**  
**Commuting Costs:**



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# Basic subsidy information

- Amount is loaded to your account each month
- Unused monthly subsidy funds are removed each month (balance does not roll-over)
- Changes to your account-
  - commuting methods
  - work schedules to include extended leave, AWS/CWS or telecommuting
- You must re-certify each year
- Employees who misuse transit subsidies will be subject to appropriate administrative action including discipline and disqualification for future VA Transit Benefits. **Disciplinary penalties could range from a letter of admonishment up to removal from Federal service depending on the severity of the abuse.**



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# What is the approval process?

- After your SmarTrip card is registered, you will need to wait 24 hours before applying on-line
- Once you have completed the on-line application, it will go through the review process (allow 10 business days ):
  - Supervisor,
  - Transit Manager,
  - Transit Program Office,
  - WMATA (3 business days to review)
- You will receive notifications throughout the process from the automated system
- In order to receive the subsidy, it will need to be processed before the 21<sup>st</sup> of the previous month (Example: January 21<sup>st</sup> for February benefits)



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# VA Employee Personal Safety and Security

Office of Security & Law Enforcement

Special Agent Joel Andrews



# Contact Numbers

- VA Integrated Operations Center (IOC)  
(202) 461-5510 - 24/7 Number
- VA Central Office Security Operations Center  
(202) 461-5495 - 24/7 Number



**U.S. Department of Veterans Affairs**  
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# OS&LE Mission

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The Office of Security & Law Enforcement is located within the Office of Operations, Security and Preparedness. We are the Departmental-Level Program Office responsible for Critical Infrastructure Protection and Law Enforcement for all VA facilities and personnel.



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# Personal Safety in the Workplace

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- Level 4 Federal Building
- Federal Protective Services (FPS)
- Visitors and non-VA government employees are screened for weapons as a condition of building entry.
- Security Officers monitor cameras, alarms, access, and fire alarm systems.
- PIV Badge worn at all times.
- Civility and respect for others is the key to eliminating workplace violence.



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# Conclusion

The Department of Veterans Affairs provides a safe and secure work environment for everyone. While OS&LE can do our part to ensure this happens, security and crime prevention are a team effort.

Remember, you are a “Sensor” and the first line of defense!



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# VA EAAS Employee Login

1. Go to [<internal link deleted>](#)
2. Select **My Profile** from the upper toolbar, then click *edit*.
3. Make updates to the following areas:
  - Basic Information
  - Organization Hierarchy
  - Contact Information
  - You must enter an after-hours cell number
    - **Ensure that you enter a number in the text # Field**
4. Click Save.



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# QUESTIONS?



**VA**



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# VA Central Office Property Accountability & Responsibility for New Employee Orientation

Property Management Division (032D)  
Office of Administration



# VACO Property Management Division (PMD)

- Provides oversight responsibility to ensure internal controls are in place to effectively manage and control accountability of expendable and nonexpendable property
- Provides guidance to VACO employees and Custodial Officers regarding proper use, care and disposal of government property
- Provisions new employees into Maximo and sign for equipment
- Schedules annual inventories for all nonexpendable accountable/sensitive property
- Manages Report of Survey program for lost, stolen or damage government property
- Processes turn-in request (2237) for all excess government property
- Provides reusable government furniture and equipment when available



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# Responsibility for Government Property

## Personal Responsibility –

- Is the obligation of every employee, whether such property has been issued to, is specifically assigned for personal use, or is used by them on occasion.
- Employees who, in the performance of their duty, are required to operate or use government equipment or devices have an obligation to perform first echelon care in the daily use of such property.



## EIL Custodial Officer Responsibility –

- VACO department heads and staff office directors or their deputies will be designated as custodial officers and will assume responsibility for nonexpendable property assigned to their departments or staff offices as prescribed in VA Handbook 7002 Part 9.
- May designate, in writing, administrative or other employees to act for them in handling inventories and other paperwork involved in equipment management and control.



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Office of Human Resources Management

# Report of Survey Program

- Method used by VA to obtain an explanation as to the circumstances surrounding the loss, damage, or destruction of Government property.
- VA Form 1217, Report of Survey, will be used to document the findings and determine responsibility; record pecuniary liability, if any, established by a board of survey or surveying officer and will be used as the official document to adjust the record account.
- An employee may be held pecuniary liable for the loss, damage, or destruction of government property.
- If the lost equipment is capable of storing data, it must be reported to the Information Security Officer (ISO) within 1 hour of loss (i.e., CPU, laptop, iPad, iPhone, blackberry)

| Department of Veterans Affairs                   |  | REPORT OF SURVEY         |          |             |            |             |  |
|--|--|--------------------------|----------|-------------|------------|-------------|--|
| TO: ACCOUNTABLE OFFICIAL (See Note 1 on reverse) |  | FROM: ORIGINATING OFFICE |          |             |            |             |  |
| ITEM NUMBER                                      | NOMENCLATURE (Do not include FWT item) | UNIT                     | QUANTITY | UNIT COST   | TOTAL COST | DISPOSITION |  |
|  |  |                          |          |             | \$ 0.00    |             |  |
|  |  |                          |          |             | \$ 0.00    |             |  |
|  |  |                          |          |             | \$ 0.00    |             |  |
|  |  |                          |          |             | \$ 0.00    |             |  |
|  |  |                          |          |             | \$ 0.00    |             |  |
|  |  |                          |          |             | \$ 0.00    |             |  |
|  |  |                          |          |             | \$ 0.00    |             |  |
|  |  |                          |          |             | \$ 0.00    |             |  |
|  |  |                          |          | GRAND TOTAL | \$ 0.00    |             |  |

DISPOSITION CODE (Per use by Accountable Officer)  
 C - CONTINUE IN SERVICE    P - PENDING DISPOSITION    D - DESTROYED, ABANDONED, OR  
 S - SCRAPED OR SALVAGE    L - LOST    ACCEPTED BY EMPLOYEE

CIRCUMSTANCES (See Note 2 on reverse)

## VA Form 1217

I CERTIFY THAT, under the above circumstances, the items listed were:  
☐ LOST    ☐ DAMAGED    ☐ DESTROYED

SIGNATURE OF RESPONSIBLE OFFICIAL: \_\_\_\_\_ DATE: \_\_\_\_\_

**APPOINTING ACTION**

NAME OF SURVEY OFFICER OR CHAIRMAN: \_\_\_\_\_ ACTION: ☐ APPROVED    ☐ DISAPPROVED

NAME OF MEMBER: \_\_\_\_\_ ☐ REQUEST FURTHER STUDY (See Remarks on reverse)

NAME OF MEMBER (RECORDS): \_\_\_\_\_ SIGNATURE OF APPROVING AUTHORITY: \_\_\_\_\_ DATE: \_\_\_\_\_

The person named herein will investigate the above matter in accordance with the provisions of VA Handbook 7602, Part 10.

SIGNATURE OF APPOINTING AUTHORITY: \_\_\_\_\_ DATE: \_\_\_\_\_ SIGNATURE OF ACCOUNTABLE OFFICER: \_\_\_\_\_ DATE: \_\_\_\_\_

VA FORM 1217  
AUG 2011



U.S. Department of Veterans Affairs  
Office of Human Resources Management



# Property Pass

- VA Form 0887 (Government Property Loan Form) is required to remove any nonexpendable property from VACO campus office buildings and must be presented to security law enforcement personnel upon exiting VACO
  - VA Employees – Valid for 1 year
  - Contract Employees – Valid for 60 days
- Property passes must be coordinated through your EIL Custodial Officer and IT EIL Designee
- Contact the following offices to request guidance for acquiring a property pass:

**Non- IT Equipment - Property Management Division**  
[vacomaterialmgntsect@va.gov](mailto:vacomaterialmgntsect@va.gov)

**IT Equipment - IT Asset Management**  
[vacoitassetmanagement@va.gov](mailto:vacoitassetmanagement@va.gov)



**VA Form 0887**

Department of Veterans Affairs

**VA GOVERNMENT PROPERTY LOAN FORM**

**PART I - PROPERTY LOAN DESCRIPTION**

NOTE: This agreement pertains to the equipment under which the facility has agreed to loan the following property. It is signed as such as:

A. DESCRIPTION OF PROPERTY ON TEMPORARY LOAN (Owner must make property in operating and functioning property prior to loan)

1. LAPTOP ☐ 2. BLACKBERRY ☐ 3. PDA/PEN ☐ 4. MOBILE PHONE ☐ 5. REMOVABLE MEDIA ☐ 6. DESKTOP COMPUTER ☐ 7. OTHER EQUIPMENT ☐

B. EQUIPMENT ENTRY (SEE NO.)

C. VALUE OF EQUIPMENT

D. SERIAL NO.

E. MODEL

F. JUSTIFICATION FOR LOAN OF VA PERSONAL PROPERTY

G. ISSUE DATE

H. EXPECTED RETURN DATE (Please print date and time)

I. APPOINTED RESPONSIBLE OFFICIAL (If Organization EIL Official, check box)

J. ORGANIZATION EIL OFFICIAL (NAME)

K. NAME OF RESPONSIBLE OFFICIAL

L. SIGNATURE

M. TELEPHONE NUMBER

N. SIGNATURE OF INFORMATION SECURITY OFFICER (if applicable)

O. DATE SIGNED

**AGREEMENT:** I hereby accept the responsibility of the items referenced above in Item A, and agree to return the items in as good condition as when loaned, for use and use only as intended by the VA. The property is to be returned to the VA in as good condition as when loaned, for use and use only as intended by the VA. The property is to be returned to the VA in as good condition as when loaned, for use and use only as intended by the VA.

A. IDENTIFICATION OF EXEMPTION (If applicable, check box)

B. RETURN ACKNOWLEDGED BY IT EIL CUSTODIAL OFFICER/EL CUSTODIAL OFFICER

C. DATE SIGNED

D. EQUIPMENT ENTRY (SEE NO.)

**ACKNOWLEDGEMENT OF RECEIPT:** A copy of this signed form has been received for my EIL.

E. BORROWER INITIALS

F. DATE

G. SIGNATURE

**PART II - VA PROPERTY PASS**

PROPERTY PASS

ISSUE DATE

EXPECTED RETURN DATE

NAME OF BORROWER

NAME OF IT EIL CUSTODIAL OFFICER/ACCOUNTABLE OFFICER

SIGNATURE OF IT EIL CUSTODIAL OFFICER/ACCOUNTABLE OFFICER

TELEPHONE NUMBER

VA FORM 0887



**U.S. Department of Veterans Affairs**  
 Office of Human Resources Management

# Relief from responsibility

Custodial Officer responsibility for accountable EIL property, which has been formally charged to them or they have further issued to an employee by means of either the EIL, VA Form 2237, or computer-generated form, will terminate when:

- Property has been returned to the AO and a valid receipt secured,
- They have, with their successor (or person designated in writing as acting in that capacity), inventoried all property for which they are charged, and
- Have had all overages and shortages properly adjusted with the Property Management Division

**Note:** Under no circumstances will government employees be allowed to take excess government property home for their own personal use. All government property must be disposed of in accordance with applicable laws and regulations and cannot be given to employees.



U.S. Department of Veterans Affairs  
Office of Human Resources Management

# Property Management Division (032D)

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**Dr. Delores Tyms-Williams**  
**Acting Support Services Director**  
**202-632-5141**

**Vacant**  
**Chief, Property Management Division**  
**202-461-XXXX**

**Danny Powell**  
**Deputy Chief, Property Management Division**  
**202-461-1548**

7/2021



**U.S. Department of Veterans Affairs**  
Office of Human Resources Management

**VA**



**U.S. Department of Veterans Affairs**  
Office of Human Resources Management

# VACO Safety and Occupational Health



# Introduction

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All employees are exposed to workplace hazards however, none are more at risk than new hires. According to the Occupational Safety and Health Administration (OSHA), “Researchers have concluded that those who are new on the job have a higher rate of accidents and injuries than more experienced workers.



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## Safety Statistics

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More than 5,500 workers die from work related injuries each year.

1.3 million workers suffer nonfatal injuries that result in days away from work.

A recent Bureau of Labor Statistics' Lost-Work Time Injuries and Illnesses Report states employees with fewer than 6 years of employment accounted for 37 percent of all illnesses and injuries sustained.



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# 29 Code of Federal Regulations Part 1960

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## 1960.5 – General Duty Clause

(a) Each employer—

(1) shall furnish to each of his employees employment and a place of employment which are free from recognized hazards that are causing or are likely to cause death or serious physical harm to his employees;

(2) shall comply with occupational safety and health standards promulgated under this Act.



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Office of Human Resources Management

## 29 Code of Federal Regulations Part 1960

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### 1960.5 – General Duty Clause (Cont.)

(b) Each employee shall comply with occupational safety and health standards and all rules, regulations, and orders issued pursuant to this Act which are applicable to his own actions and conduct.



U.S. Department of Veterans Affairs  
Office of Human Resources Management

## 29 Code of Federal Regulations Part 1960

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### 1960.9 – Supervisory responsibilities

Employees who exercise supervisory functions shall, to the extent of their authority, furnish employees employment and a place of employment which are free from recognized hazards that are causing or are likely to cause death or serious physical harm and comply with the occupational safety and health standards applicable to the agency and all rules, regulations and orders issued by the head of the agency with respect to the agency occupational safety and health program.



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Office of Human Resources Management

## 29 Code of Federal Regulations Part 1960

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### 1960.10 – Employee responsibilities and rights

- (a) Each employee shall comply with the standards, rules, regulations and orders issued by his/her agency in accordance with section 19 of the Act, Executive Order 12196, and this part which are applicable to his/her own actions and conduct.
- (b) Employees shall use safety equipment, personal protective equipment, and other devices and procedures provided or directed by the agency and necessary for their protection.



U.S. Department of Veterans Affairs  
Office of Human Resources Management

## 29 Code of Federal Regulations Part 1960

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### 1960.10 – Employee responsibilities and rights (Cont.)

(c) Employees have the right to report unsafe and unhealthful working conditions to appropriate officials.

(d) Employees shall be authorized official time to participate in the activities provided for in section 19 of the Act, Executive Order 12196, this part, and the agency occupational safety and health program.



U.S. Department of Veterans Affairs  
Office of Human Resources Management

# Your Role in Safety

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- Comply with Occupational Safety And Health Administration (OSHA) standards (Federal Laws), regulations, executive orders; VA Directive 7700 (Occupational Safety and Health); VACO Directive 7710 (Occupational Safety and Health)
- Prepare for the unexpected
- Ensure your safety, and that of your coworkers
- **HELP TO PREVENT ACCIDENTS**



U.S. Department of Veterans Affairs  
Office of Human Resources Management



# Slips, Trips, and Falls

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Pay attention to your environment to avoid Slips, Trips, and Falls.

- Keep walkways, stairways, and aisle ways free of obstruction
- Report spills as soon as they occur and use the proper wet floor signage to identify the hazard
- Never obstruct your view when walking, no texting or reading email on cell phone/blackberry while walking!
- Be careful when walking on wet surfaces or when entering the building while wearing wet shoes
- Avoid unnecessary haste, DO NOT run in work areas



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Office of Human Resources Management

# Back Injuries

You can't always avoid lifting, but there are ways to reduce the amount of pressure placed on the back when you do so. Instead of using your back like a crane, you allow your legs to do the work.

- Squat down to lift the object, but keep your heels off the floor. Get as close to the object as you can.
- Use your palms (not just your fingers) to get a secure grip on the load. Make sure you'll be able to maintain a hold on the object without switching your grip later.
- Lift gradually (without jerking) using your leg, Keep your chin tucked in so as to keep a relatively straight back and neck line.
- Once you're standing, change directions by pointing your feet in the direction you want to go and turning your whole body. Avoid twisting at your waist while carrying a loads

**BEND YOUR KNEES**



**HUG THE LOAD**



**AVOID TWISTING**



**VA**



**U.S. Department of Veterans Affairs**  
Office of Human Resources Management

# Accident reporting

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- Report –
  - any accident that involves injury, illness, equipment or property damage
  - near-misses, a near miss is an event that, strictly by chance, does not result in actual or observable injury, illness, death, or property damage
  - any hazards such as exposed electrical wires, damaged PPE, improper material storage, improper chemical use, horseplay, damaged equipment, missing or loose machine guard



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# Accident Reporting Requirements

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- VA Form 2162 – Report of Accident (**within 72 hours**)
- OSHA Form 301 – Injury and Illness Incident Report
- Form CA-1 – Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation (**written notice needs to be done within 30 days, up to 3 years to file the claim**)
- Form CA-2 – Notice of Occupational Disease and Claim for Compensation



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# Good Housekeeping

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Many office accidents are caused by poor housekeeping practices. By keeping the office area free of clutter and the floor both neat and clean, you can eliminate most slipping, tripping, and falling hazards.

- Keep clear access to evacuation routes , emergency exits, fire-fighting equipment, and first aid stations, and electrical panels
- Keep walkways and aisles clear
- Close drawers and doors
- Dispose of all trash promptly and properly



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# Electrical Safety

Misusing electric could result in many accidents including fire.

- Use all office electrical/electronic equipment per the manufacturer recommendations
- Do not overload circuits with too many plugs (surge protectors)
- Do not piggy tail power strips/surge protectors (daisy chain)
- Extension cords are for temporary use (no more than 90 days)
- Do not use high microwaves, refrigerators, toaster ovens, toasters, and high amp equipment inside your cubicle





# Unauthorized Appliances

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- 41 CFR 102-74.190 prohibits employees from operating appliances such as portable heaters, personal refrigerators and microwave ovens inside Government controlled facilities unless authorized by GSA.
- Employees needing appliances such as heaters or refrigerators will need to follow the appropriate request for reasonable accommodation process and adhere to GSA requirements
- Employees requesting an appliance will send their request through their supervisor who will then coordinate with their agency local reasonable accommodation coordinator (LRAC), then the request will be sent to GSA for approval of the appliance
- ***Appliances are not authorized at all in leased buildings even with an approved request for reasonable accommodation.***



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# Request for Reasonable Accommodation

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- If an employees feels they have a need for an appliance in the course of performing their duty they will need to submit a formal request for reasonable accommodation.
- Employee makes request through their supervisor to the Local Reasonable Accommodation Coordinator (LRAC).
- Office of Administration Buildings Management division will act as a liaison between the requestor and GSA, ***however VACO buildings management does not approve any requests for space heaters or any other appliance.***
- ***GSA is the final approval authority*** as outlined in 41 CFR 102-74.190 as the building manager.
- Depending on the request GSA could take from 3 to 30 days to approve or disapprove



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# Safety Steering Committee

- VACO SSC provide a forum for disseminating best safety practices to employees throughout VACO Campus.
- It meets on a quarterly basis to discuss safety and health issues affecting the VACO campus and implement action plans to bring about positive change.
- The VACO SHC is chaired by the Deputy Assistant Secretary for Administration and co-chaired by the Associate Deputy Assistant Secretary for Administration, with management membership from each of the VACO campus buildings, and it include employee representation from the American Federation of Government Employees Local 17.



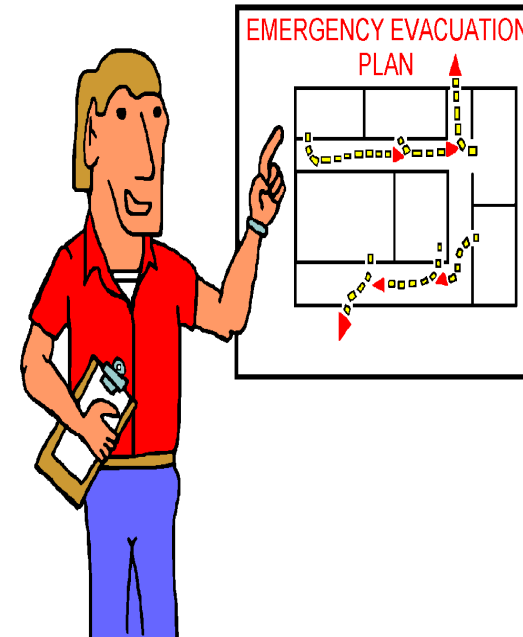
**VA**



**U.S. Department of Veterans Affairs**  
Office of Human Resources Management

# Occupant Emergency Plans

Occupant Emergency Plans (OEPs) are used to address preparedness, and must be written, implemented, and maintained. OEPs require coordination among facility management and occupants, as well as with external emergency response resources. They describe actions that occupants should take to ensure their safety if a fire or other emergency situations occurs. These plans reduce the threat to personnel, property, and other assets within the facility in the event of an incident inside or immediately surrounding a facility by providing facility-specific response procedures.



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# Evacuation Procedures

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1. Recognize evacuation signals
2. Listen for instructions
3. Proceed to the nearest exit
4. Proceed to assembly area



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Office of Human Resources Management

# 810 Vermont Ave Assembly Area

**VERMONT AVENUE MAIN ENTRANCE.** During evacuation, all occupants in the vicinity of Stairway #2 will use these stairs and exit from the building main entrance doors. While departing, they will proceed to H Street, cross at the intersection and proceed to the Lafayette Park. (HOWEVER, IF LAFAYETTE PARK IS CLOSED, PROCEED TO MCPHERSON PARK.) Occupants will remain at least 300 feet away from the building until an ALL CLEAR signal is given by the Sidewalk Monitors.

**H STREET SIDE ENTRANCE.** During evacuation, all occupants in the vicinity of Stairway #1 will use these stairs and exit from the building side doors. While departing, they will proceed to H Street, cross at the intersection and proceed to the Lafayette Park. (HOWEVER, IF LAFAYETTE PARK IS CLOSED, PROCEED TO MCPHERSON PARK.) Occupants will remain at least 300 feet away from the building until an ALL CLEAR signal is given by the Sidewalk Monitors.

**I STREET SIDE ENTRANCE (APEX).** During evacuation, all occupants in the vicinity of Stairway #3 will use these stairs and exit from these doors near the Metro entrance. While departing, they will proceed to Vermont Ave & I St., cross at the intersection and proceed to the McPherson Park. Occupants will remain at least 300 feet away from the building until an ALL CLEAR signal is given by the Sidewalk Monitors.

**I STREET SIDE ENTRANCE (ANNEX).** During evacuation, all occupants in the vicinity of Stairway #4 will use these stairs and exit from the building side doors. While departing, they will proceed to Vermont Avenue & I Streets, cross at the intersection and proceed to the McPherson Park. Occupants will remain at least 300 feet away from the building until an ALL CLEAR signal is given by the Sidewalk Monitors.

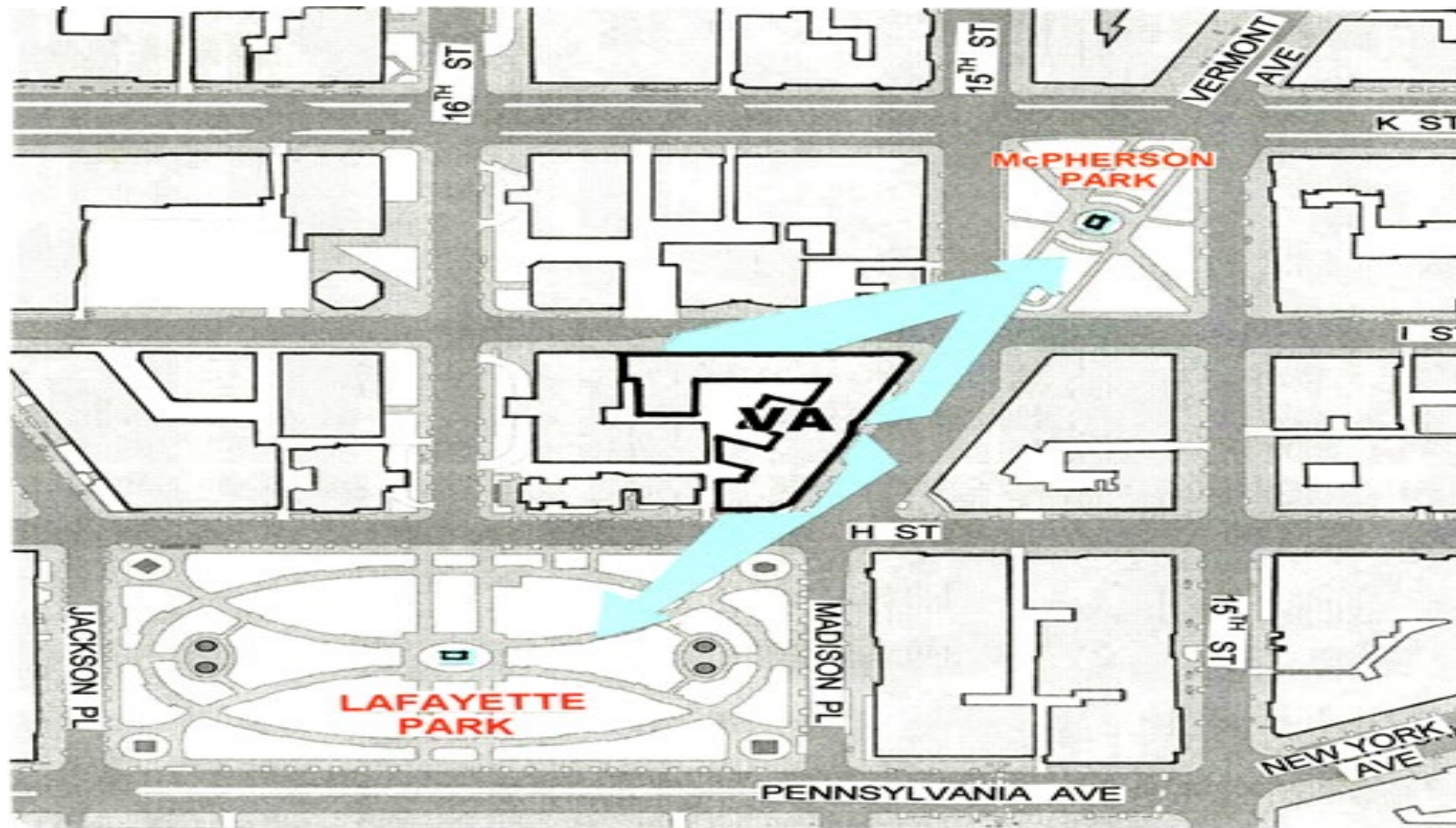
**EXIT FROM LOADING DOCK AREA.** During evacuation, all occupants in the vicinity of Stairway #5 on A, B and C Levels will use these stairs and exit from these doors within the loading dock area. While departing, they will proceed out of the loading dock area to I Street, make a right turn on I Street and proceed to the corner of Vermont Avenue and I Street, cross at the intersection and proceed to the McPherson Park. Occupants will remain at least 300 feet away from the building until an ALL CLEAR signal is given by the Sidewalk Monitors.



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Office of Human Resources Management



# 810 Vermont Ave Assembly Area



**VA**



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# 811 Vermont Ave Assembly Area

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**VERMONT AVENUE MAIN ENTRANCE.** During evacuation, all occupants in the vicinity of Stairway #1 and #2 will use these stairs and exit from the building main entrance. While departing, they will proceed to either the Vermont Avenue and “I” Street intersection or the Vermont and “H” Street intersection, cross at the light and proceed to McPherson Square Park or the Lafayette Park.

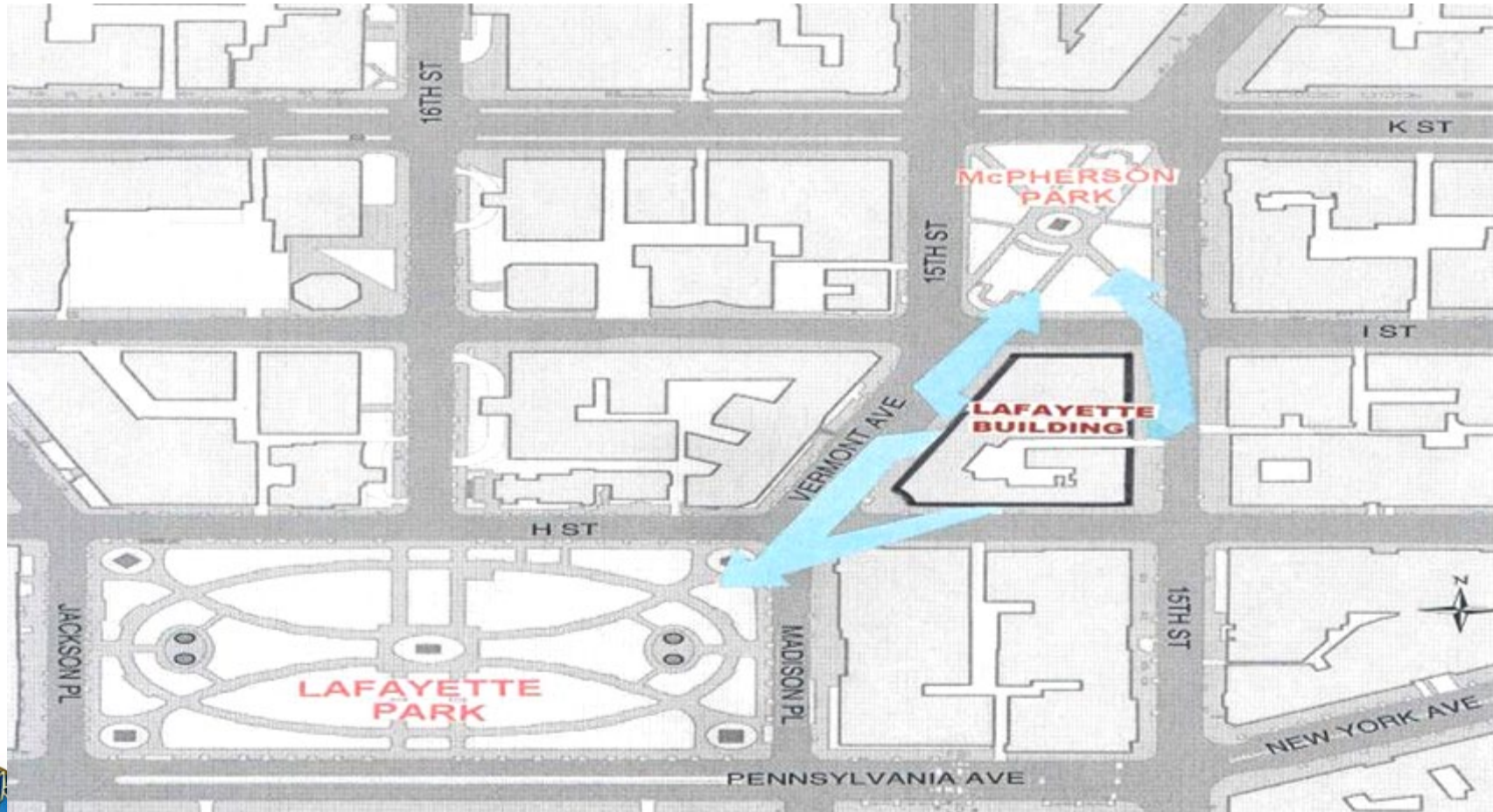
**15th STREET SIDE ENTRANCE.** During evacuation, all occupants in the vicinity of stairway #3 will use these stairs and exit from the building to the 15th Street Alley. While departing, they will proceed to 15th Street, cross “I” Street at the light and enter McPherson Square Park. Monitors.

**Tunnel to H STREET.** During evacuation, all occupants in the vicinity of stairway #5 will use these stairs and exit from the building into the tunnel leading toward “H” Street. Occupants will then proceed east to 15th Street or west to Vermont Avenue and cross at the light and proceed to Lafayette Park.



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# 811 Vermont Ave Assembly Area



# 425 I Street Assembly Area

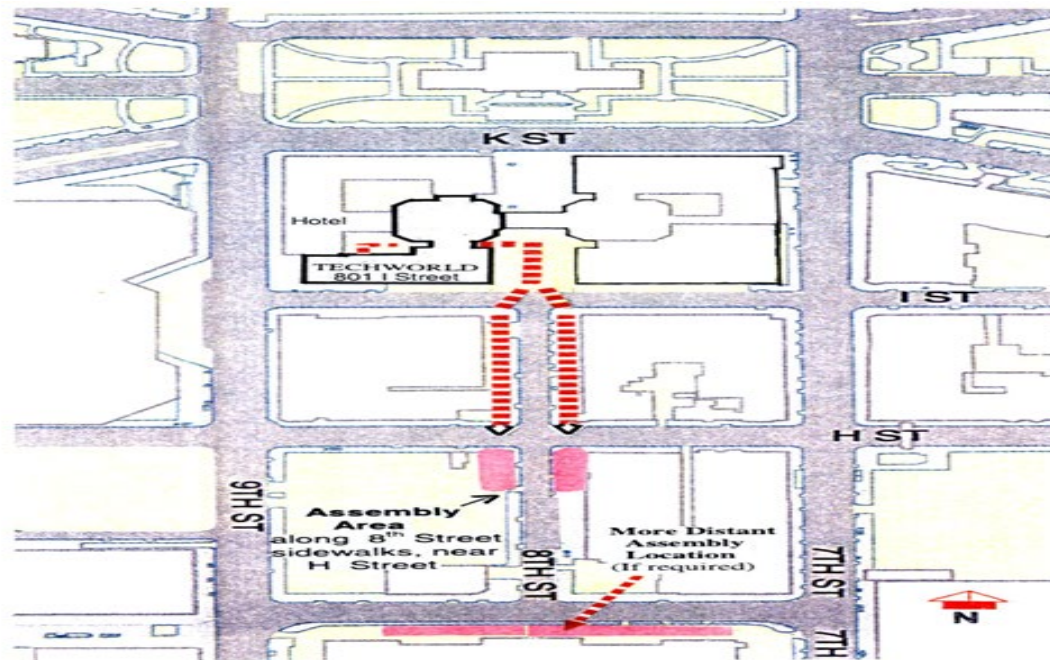
During evacuation, all Occupants who evacuate from the I Street side of the building should go to the Public Park Assembly Area, located at 5th and I Streets, NW. Occupants who evacuate from the rear of the building (near the service area) should go to the Public Side Walk Assembly Area, located at 4th and K Streets, NW – (parallel to K Street). Occupants will remain at least 300 feet away from the building until an ALL CLEAR signal is given by the Sidewalk Monitors





# 801 I Street Assembly Area

During a building evacuation use stairway No. 5, 6, or 7, whichever is nearest. Exit the building at the ground/plaza level. Proceed eastbound between Tower A and Tower B and turn right (south) at Tower B toward I Street. Cross I Street and proceed on 8th Street to the assembly areas located across H Street on the 8th Street Sidewalks. Remain in the assembly area until the ALL CLEAR signal is given. Note: Evacuees must obey the pedestrian street crossing signals.



# 1100 First Street Assembly Area

**MAIN ENTRANCE.** During evacuation, all occupants in the vicinity of Stairway #1 will use these stairs and exit from the building main entrance doors. When exiting the building, proceed south on 1<sup>st</sup> Street toward First and K street and then assemble in your designated Zone area. Occupants will remain at least 300 feet away from the building until an ALL CLEAR signal is given by the Sidewalk Monitors.

**LOADING DOCK ENTRANCE.** During evacuation, all occupants in the vicinity of Stairway #2 will use these stairs and exit from the building loading dock doors. When exiting the building, proceed south on 1<sup>st</sup> Street toward First and K street and then assemble in your designated Zone area. Occupants will remain at least 300 feet away from the building until an ALL CLEAR signal is given by the Sidewalk Monitors.

| DESIGNATED ASSEMBLY AREA LOCATIONS |  |  |
|------------------------------------|--|--|
| 1100 FIRST STREET EXITS            | ASSEMBLY AREA  | DISTANCE   |
| Main Entrance                      | NCA - Zone 1 on K St.<br>VHA - Zone 3 from the corner of K St.<br>and down First St. | <i>NOTE: Remain at least<br/>300 ft. away from the<br/>building.</i> |
| Loading Dock Rear Entrance         | OIT, HREC, Zone 4 corner of K St. and<br>down First St.                              |  |



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Office of Human Resources Management

# 1100 First Street Assembly Area



# 90K Assembly Area

- During evacuation, all occupants will use the main stairs and exit from the building main entrance doors. After exiting the building, proceed west on K Street NE toward North Capitol Street NE then turn left and assemble in the courtyard across from Gonzaga College High School (between 825 and 941 North Capitol St). Occupants are to remain at least 300 feet away from the building (to allow sufficient space for responding emergency personnel) until an ALL CLEAR signal is given by the Side Walk Monitors.

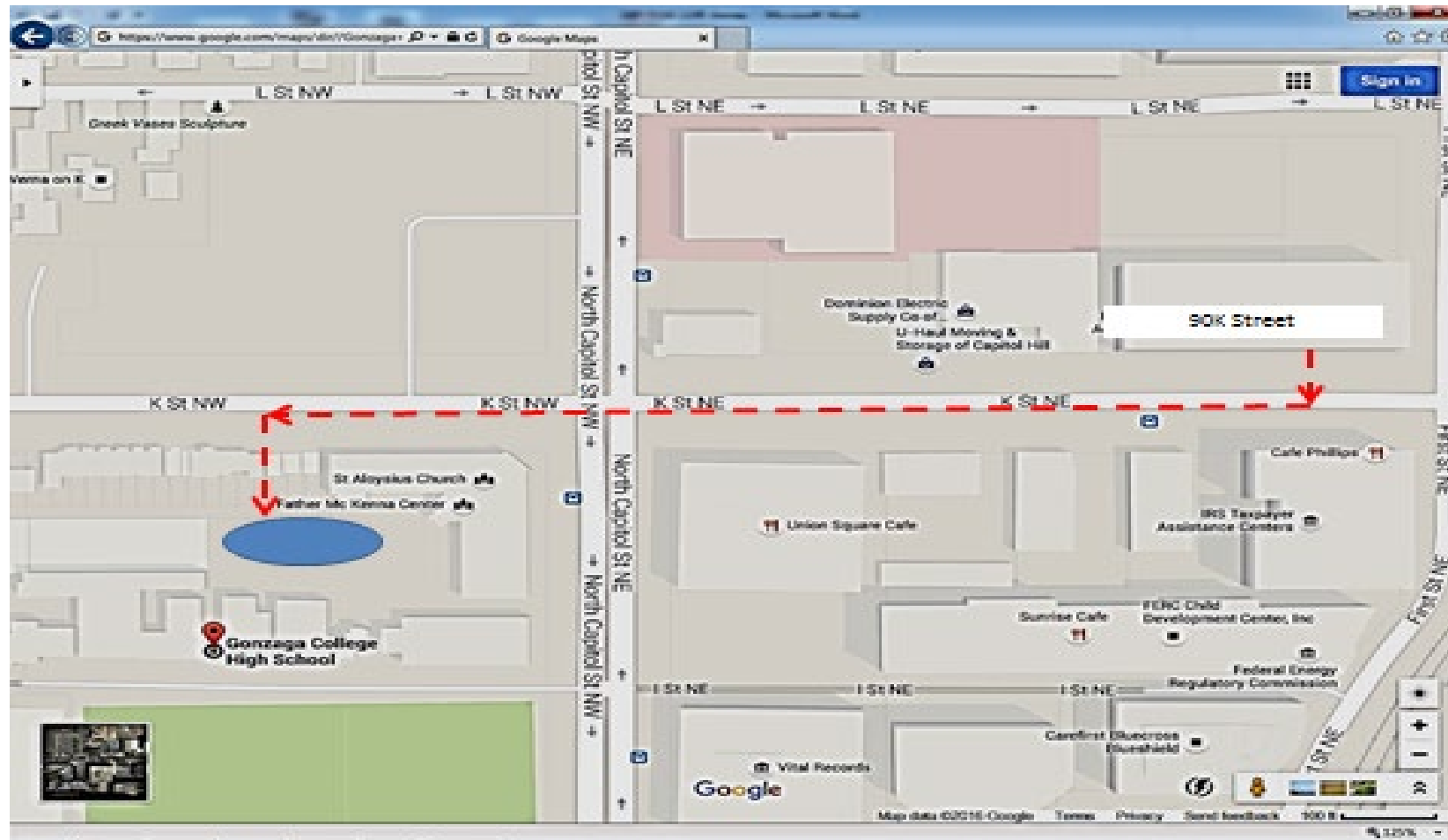
| DESIGNATED ASSEMBLY AREA LOCATIONS |   |  |
|------------------------------------|---|--|
| 90 K STREET EXITS                  | ASSEMBLY AREA                                     | DISTANCE   |
| Main Exit                          | Courtyard across from Gonzaga College High School | <i>NOTE: Remain at least 300 ft. away from the building.</i> |
| Rear Exit                          | Courtyard across from Gonzaga College High School |  |



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# 90K Assembly Area



**VA**



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# 1575 I Street Assembly Area

**MAIN ENTRANCE.** During evacuation, all occupants exiting through the building's main lobby shall east on "I" Street to McPherson Square Park. Occupants will remain at least 300 feet away from the building until an ALL CLEAR signal is given by the Sidewalk Monitors.

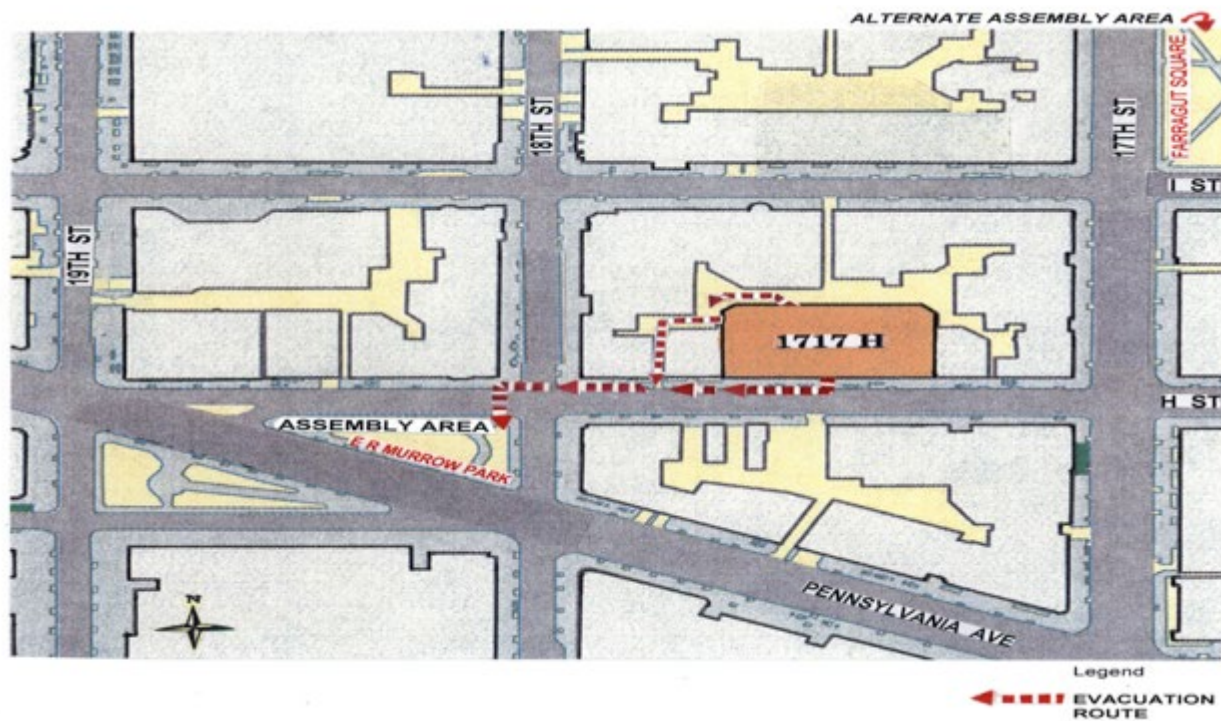
**REAR ENTRANCE.** During evacuation, all occupants exiting to the rear exit, located at the rear of the building, shall proceed east on "K" Street to McPherson Square Park. Occupants will remain at least 300 feet away from the building until an ALL CLEAR signal is given by the Sidewalk Monitors



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# 1717 H Street Assembly Area

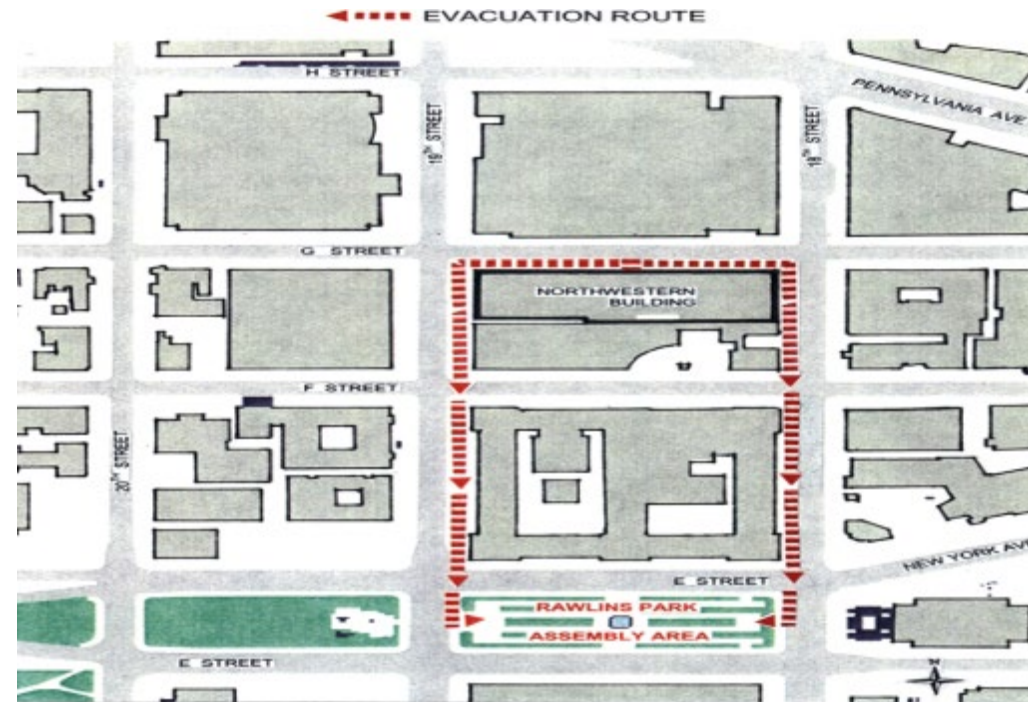
During a building evacuation use stairway 2 or 4, whichever is nearest. Occupant evacuees who use stair 2 may exit through the first floor, to the rear alley or through the main lobby to H Street. Evacuees who use stair 4 will exit through the second floor to the rear alley. After exiting the building, proceed west on H Street to the assembly area, E R Murrow Park, located 18th and H Streets NW.



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# 1800 G Street Assembly Area

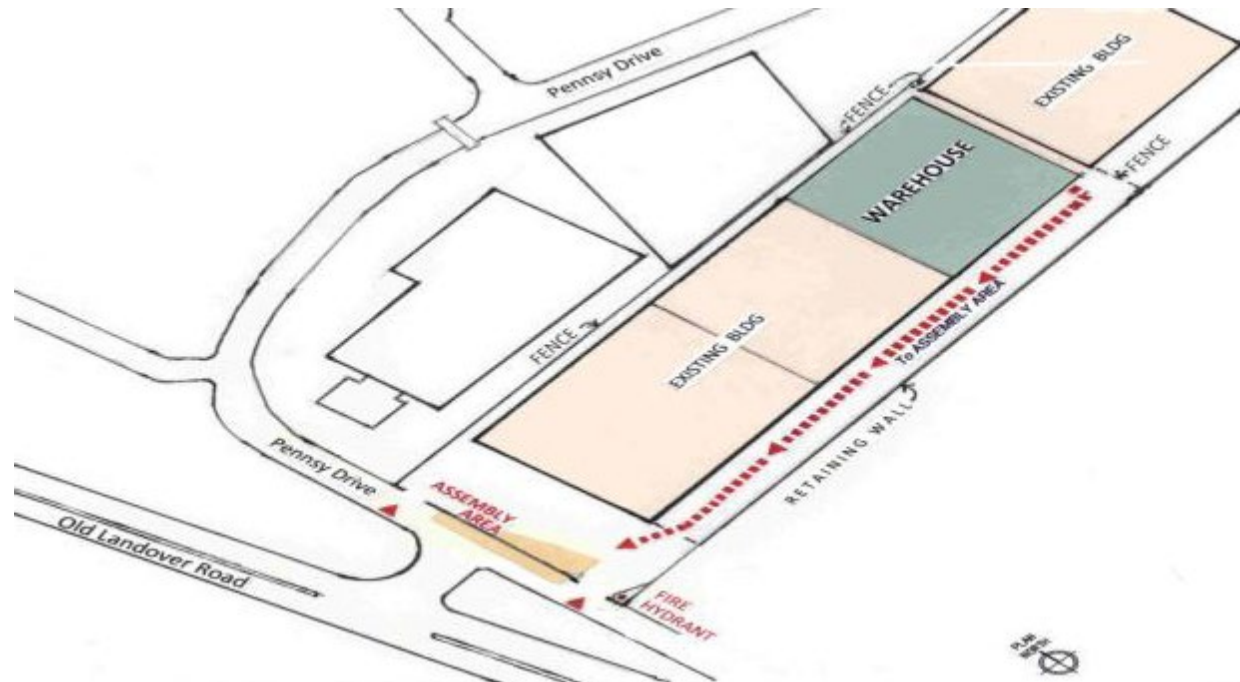
During evacuation, all occupants exiting through the building's main lobby shall proceed to either 18th or 19th Street, then go south on either 18th or 19th Street to Rawlins Park at E Street, NW. Occupants will remain at least 300 feet away from the building until an ALL CLEAR signal is given by the Sidewalk Monitors





# Landover Warehouse Assembly Area

During evacuation, all occupants will use the main stairs and exit from the building main entrance doors. After exiting the building, proceed south toward Pennsy Drive then turn left and assemble in the grass area at the south end of the building. Occupants are to remain at least 300 feet away from the building (to allow sufficient space for responding emergency personnel) until an ALL CLEAR signal is given by the Side Walk Monitors.



# Safety Pledge

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- 1. Obey** all warning signs
- 2. Follow** all safety Procedures
- 3. Do Not** take shortcuts
- 4. Do Not** engage in horseplay
- 5. Use** common sense



U.S. Department of Veterans Affairs  
Office of Human Resources Management

# Emergency Alerting and Accountability System

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## **What the system is used for:**

- Send safety notifications to employees during an emergency
- Account for employees in an event of an emergency
- Provide leadership full reports of employees' safety status for accountability purposes.

## **Message Mediums:**

- Telephone
- Email
- Text

To access use the below hyperlink.

[<internal link deleted>](#)

Use your signature PIV when prompted

If you encounter any issues and require assistance please call 1-855-673-4357  
or email <mailto:esd@va.gov>



U.S. Department of Veterans Affairs  
Office of Human Resources Management



# VACO Safety Team

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Donald Hoard Jr.  
VACO Safety Officer  
(202) 461-6585  
donald.hoard@va.gov

Jackson Bleckley  
VACO Safety Specialist  
(202) 461-0264  
Jackson.Bleckley@va.gov

***Note: Please notify VACO Safety immediately of accident or incident of injury of an employee at VACOSAFETYOFFICER@VA.GOV***



U.S. Department of Veterans Affairs  
Office of Human Resources Management

# **OFFICE OF RESOLUTION MANAGEMENT, DIVERSITY AND INCLUSION (ORMDI)**



**DEPARTMENT OF VETERANS AFFAIRS EMPLOYEE RIGHTS  
RESPONSIBILITIES & AVENUES OF REDRESS:  
EEO, DEI, No FEAR & WHISTLEBLOWER PROTECTION**

# DEPARTMENT OF VETERANS AFFAIRS MISSION

To fulfill President Lincoln's promise —

*“...To care for him who shall have borne the battle,  
and for his widow and his orphan”*

— By serving and honoring the men and women who  
are America's Veterans

*Integrity – Commitment – Advocacy – Respect – Excellence*

# VA SECRETARY'S \*POLICY\*



THE SECRETARY OF VETERANS AFFAIRS  
WASHINGTON

March 15, 2021

## TO ALL EMPLOYEES

**SUBJECT:** The Equal Employment Opportunity, Diversity and Inclusion, No FEAR and Whistleblower Rights and Protection Policy Statement

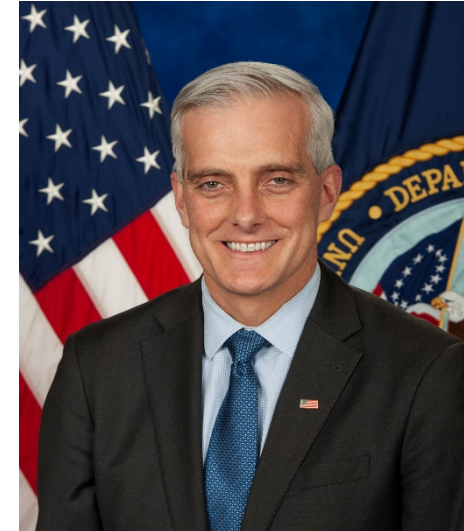
As a member of what will be the most diverse White House Cabinet in history, I am honored to lead the Department of Veterans Affairs (VA). We are charged with caring for Veterans, their families, caregivers and survivors. We will accomplish our mission by always putting Veterans first. I take full responsibility to ensure that our employees have everything they need to carry out the important work before us and that we operate in a culture that celebrates and draws strength from our country's great diversity.

This means that all VA staff, patients, their families, caregivers, survivors, visitors and advocates must feel safe in a workplace free of harassment and discrimination. I will not accept discrimination, harassment, or assault at any level or at any facility within VA. We will provide a safe, inclusive, equitable environment for all employees and the Veterans we serve.

To ensure a welcoming environment for Veterans, we must foster fair and inclusive VA workplaces where the experiences and perspectives of our diverse employees are valued. The success of our mission depends on everyone being able to contribute their expertise, experience, talents, ideas, and perspectives. I commit to advancing equity in VA and providing all employees with opportunities to reach their full potential; I commit to these principles and will make sure that my senior leadership team reflects and embeds them in everything that we do.

One manifestation of that will be the Department's commitment to equal employment opportunity, maintaining a workplace free of unlawful discrimination, harassment and retaliation and creating a workplace that promotes equity, diversity and inclusion. All employees, regardless of race, color, religion, national origin, sex (including gender identity, transgender status and sexual orientation), pregnancy, age (40 or older), disability, genetic information, marital status, parental status, or political affiliation, will have an equitable and inclusive workplace, free from unlawful discrimination, harassment and retaliation.

I hold all VA managers and supervisors accountable for maintaining this safe and civil environment. I instruct them to review the attached Policy Statement with staff and colleagues and reinforce these expectations. These protections will guide all management practices.



Page 2.

Subj: The Equal Employment Opportunity, Diversity and Inclusion, No FEAR and Whistleblower Rights and Protection Policy Statement

VA and our Nation face great challenges made even more daunting by the COVID-19 pandemic. These challenges make it even more important that we have workplaces where everyone is treated well. I am committed to ensuring that employees have what they need to serve our Nation's Veterans as well as those Veterans who have served us. As Americans, we owe a profound debt of gratitude to those who have worn our Nation's uniforms.

I appreciate you, your invaluable service to VA and your devotion to America's Veterans.

Denis McDonough

Attachment





**“ WE CAN ACHIEVE OUR MISSION ONLY BY EMBRACING THE INCREDIBLE DIVERSITY THAT DEFINES OUR VETERAN POPULATION AND ALL OF AMERICA, LEVERAGING EVERYONE’S TALENTS AND PASSIONS. I COMMIT TO THESE PRINCIPLES, AND I WILL MAKE SURE THAT MY SENIOR LEADERSHIP TEAM REFLECTS AND EMBEDS THEM IN EVERYTHING WE DO.**

*- Secretary McDonough*

# WORKFORCE DIVERSITY

**A collection of individual attributes that together helps VA pursue organizational objectives efficiently and effectively.**

**In its broadest context, all that makes us unique.**

# **WORKPLACE INCLUSION**

**A set of behaviors (culture) that encourages VA employees to feel valued for their unique qualities and experience a sense of belonging.**

**Empowers all voices to contribute to the VA Mission.**



# INCLUSIVE DIVERSITY

**A Set Of Behaviors That Promote  
Collaboration Amongst A Diverse Group.**

-- UNITED STATES OFFICE OF PERSONNEL MANAGEMENT

## No FEAR ACT

**THE NOTIFICATION AND FEDERAL EMPLOYEE  
ANTIDISCRIMINATION AND RETALIATION ACT OF  
2002, PUBLIC LAW 107-174, AS KNOWN AS THE  
No FEAR ACT**

## **No FEAR ACT**

**The Act requires federal agencies to provide NOTICE to Federal employees, former Federal employees and applicants for Federal employment of their rights, protections and avenues of redress under the Federal antidiscrimination and whistleblower protection laws.**

**One of the purpose of the act is to hold federal agencies accountable for violations of antidiscrimination and whistleblower protection laws.**

## No FEAR ACT

**A federal agency cannot discriminate against an employee or applicant with respect to the terms, conditions, or privileges of employment on the basis of race, color, religion, national origin, disability, sex, (including pregnancy, sexual orientation, gender identity or transgender status) and age (40 or over).**

***Every VA Employee and Applicant For Employment Has The  
Right To Be Treated With Dignity And Respect In An  
Environment Free From Unlawful Discrimination, Harassment,  
And Retaliation.***



# THE DEPARTMENT OF VETERANS AFFAIRS DOES NOT TOLERATE DISCRIMINATION PROHIBITED BY LAW. TYPES OF DISCRIMINATION INCLUDE:

- Disability
- Race
- National Origin
- Color
- Age (40 or over)
- Sex
- Religion
- Retaliation

Note: It is illegal to discriminate against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

# **EQUAL EMPLOYMENT OPPORTUNITY (EEO)**

**Employment practice where employers do not engage in employment activities that are prohibited by law.**

**The Department of Veterans Affairs promotes equal opportunity and equal access in the hiring process and to the benefits and privileges of employment.**



# **HARASSMENT PREVENTION**

**Harassment is a form of employment discrimination that violates**

- **Title VII of the Civil Rights Act of 1964,**
- **the Age Discrimination in Employment Act of 1967, (ADEA), and/or**
- **the Americans with Disabilities Act of 1990 (ADA).**

**Harassment is unwelcome conduct that is based on race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.**

## **TYPES OF HARASSMENT**

**Harassment may consist of unwelcome or offensive behavior that contributes to a hostile work environment. These can come from a co-worker, supervisor, boss, vendor, or client that can cause an employee to feel uncomfortable or threatened. The most common types of workplace harassment.**

- ***Physical Harassment***
- ***Personal Harassment (Bullying)***
- ***Discriminatory Harassment***
- ***Psychological Harassment***
- ***Cyberbullying***
- ***Sexual Harassment (tangible employment actions)***
- ***3<sup>rd</sup> Party Harassment***

# **EQUAL EMPLOYMENT OPPORTUNITY (EEO)** **COMPLAINT PROCESSING**

**The Office of Resolution Management (ORM) is responsible for providing equal employment opportunity (EEO) complaint processing services within the Department of Veterans Affairs (VA). The complaint process includes confidential counseling, mediation, and investigation.**

**Initiate contact with an EEO Counselor within 45 calendar days of the date of the alleged act of discrimination, harassment or retaliation.**

# **EQUAL EMPLOYMENT OPPORTUNITY (EEO)** **COMPLAINT PROCESSING**

**Employees should contact ORMDI and speak with a specialist regarding the EEO complaint process, alternate dispute resolution (ADR), and the Harassment Prevention Program (HPP).**

**Office of Resolution Management, Diversity and Inclusion**

**TOLL FREE LINE 1-888-566-3982**

**TDD 1-888-626-9008**



# **WHISTLEBLOWER PROTECTION ACT**

**Prohibits retaliation against employees or applicants for employment for reporting a violation of:**

- 1) law, rule, or regulation;***
- 2) gross mismanagement;***
- 3) gross waste of funds;***
- 4) an abuse of authority; or***
- 5) a substantial and special danger to public health or safety.***
- 6) or censorship related to scientific research if censorship meets one of the above-listed categories**

# **WHISTLEBLOWER PROTECTION ACT**

## **AVENUES OF REDRESS**

- **VA Office of Inspector General (OIG), 1 (800) 488-8244**
- **VA Office of Accountability and Whistleblower Protection (OAWP), (202) 461-4119**
- **Merit System Protection Board (MSPB)**
- **Your Congressional Representative**
- **Whistleblower Reprisal**
  - **Office of Special Counsel (OSC), 1 (800) 872-9855**



# WORKPLACE RETALIATION

**A federal employee authorized to take, direct others to take, recommend, or approve any personnel action may not take, fail to take, or threaten to take any personnel action against an employee because of protected whistleblowing.**

- ❖ **EXAMPLE: A supervisor directs the geographic reassignment of an employee because the employee reported safety violations to senior agency officials.**

# **WORKPLACE RETALIATION**

**Protected whistleblowing is defined as disclosing information that the discloser reasonably believes evidences:**

- 1. a violation of law, rule, or regulation;**
- 2. gross mismanagement;**
- 3. gross waste of funds;**
- 4. an abuse of authority;**
- 5. a substantial and specific danger to public health or safety; or**
- 6. censorship related to scientific research if censorship meets one of the above-listed categories.**

# **REASONABLE ACCOMMODATION**

**VA shall provide reasonable accommodations to individuals with disabilities, *unless to do so would cause a direct threat to health and safety or undue hardship to the operation of the unit.***

**VA Handbook 5975.1 outlines procedures for handling requests for Reasonable Accommodation.**

**Join the VA Pulse RA Community of Practice**

**<https://www.vapulse.net/groups/reasonable-accommodation-services>**

**NOTE: Whether cost is an undue hardship is determined by the Department's budget and thus, a denial based on cost must be decided by the Secretary of VA.**

# **RELIGIOUS DISCRIMINATION AND ACCOMMODATION**

- **VA will provide religious accommodation to employees and applicants unless doing so imposes an undue hardship on the operation of the Department's Mission.**
- **It is illegal to discriminate or harass a person because of his or her *"sincerely held religious practices."***
- **Title VII also prohibits workplace or job segregation based on religion.**



# VA'S COMMITMENT

1. **Accountability and responsibility.**
2. **Creating a culture, rooted in our Mission and Core Values, which engages and inspires VA employees to their highest possible level of performance and conduct.**
3. **Inclusive Diversity -- *behaviors that promote collaboration amongst a diverse group.***
4. **Integration of EEO into VA's Strategic Mission**
5. **Proactive prevention of unlawful discrimination, harassment, and retaliation.**
6. **Responsiveness and legal compliance.**

## **CONTACT US**

**ORMDI**

**1575 I (EYE) STREET NORTHWEST  
WASHINGTON, DC 20005**

**[HTTPS://WWW.VA.GOV/ORMDI/](https://www.va.gov/ormdi/)**

**EMAIL: [ODI@VA.GOV](mailto:ODI@VA.GOV)**

**TRAINING RESOURCES: [ODITRAINING@VA.GOV](mailto:ODITRAINING@VA.GOV)**





# Veterans Health Administration Overview

## New Employee Orientation

# VHA Overview

*VHA operates the **nation's largest** integrated health care system and is one of the largest health care employers in the world.*

**367,000+** Total VHA Employees

**103,000**

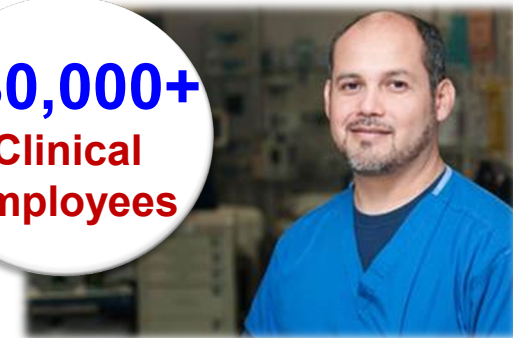
+

**Veteran  
Employees**



**230,000+**

**Clinical  
Employees**



## Four Statutory Missions:

- Health Care
- Education and Training
- Research
- Emergency Management

# Veterans Health Administration Leadership

VHA VACO  
RE-DESIGN



Richard A. Stone, MD  
*Acting Under Secretary for  
Health*



Steven Lieberman, MD  
*Acting Deputy Under  
Secretary for Health*

Community Care

Clinical Services

Operations

Support Services

Quality and  
Patient Safety

Discovery, Education,  
and Affiliate Networks

Patient Care  
Services

This is NOT a reduction in force.  
This is about the realigning the organization to maximize the talent VHA Central  
Office so we can better support field operations.

# VHA Leadership Top Priorities



## **Build Trust**

- Continue our efforts to regain the trust of Veterans and the American people
- Improving our system to help regain trust, little by little, every day
- Employees are good people, doing good work, with a strong and genuine dedication to the mission.



## **Construct a Learning Organization**

- A learning organization, and continuous learning, is crucial to our future
- A learning organization is good at many things, including systematic problem-solving and experimenting with new approaches.
- High Reliability Organization (HRO)

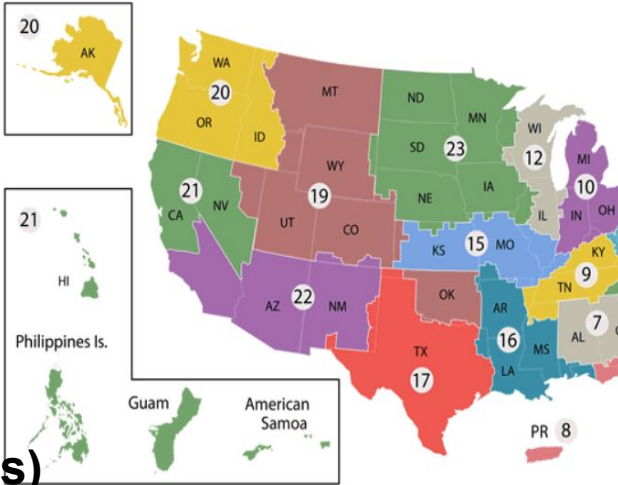


## **Modernize Systems**

- Continue our relentless march toward modernization
- VA/DoD integrated electronic health record
- Financial Management Systems
- Defense Medical Logistics Standard Support (DMLSS)



# Our Healthcare System

- Organized by geographic region - **18** Veteran Integrated Service Networks (VISNs)
  - 1,250** VA Healthcare Facilities including:
    - 172** VA Medical Centers (VAMCs)
    - 1,069** VA Outpatient Sites
  - 300** Vet Centers (Readjustment Counseling)
  - 133** Community Living Centers (Nursing Homes)
  - 113** Residential Rehabilitation Treatment Programs
  - 58** Mobile Clinics – each connected to a medical centers
- 



## FY 2020

- **9.16 Million** Enrollees
- **6.45 Million** Unique Patients
- **81.31 Million** Outpatient Visits
- **1.6 Million** Veterans Received Care via Telehealth
- **367,200+** Employees
  - 28.3% 103,800+ Veterans
  - 229,800+ Clinical Employees
  - 27,400+ Physicians
  - 108,700+ Nurses (CNRA, RN, LPN & NA)
- **46,000** Volunteers





# Core Health Care Services

**VA ensures that all eligible Veterans have access to all the health care services necessary to promote, preserve and restore their health.**

- Primary Care
- Mental Health Care
  - Suicide Prevention
- Preventive Care
- Specialty Care
- Care Management
- Inpatient and Outpatient Pharmacy
- Women's Health Care
- Geriatrics & Palliative Care
- Long Term Services & Support



# Foundational Services

In addition to providing standard health care services, VA focuses on providing specialized health care services that are uniquely related to Veterans' health and special needs.

- Amputation Care
- Blind Rehabilitation Services
- Environmental Exposure Care
- Military Sexual Trauma Counseling
- Polytrauma/Traumatic Brain Injury Care
- Post-Deployment Health Care
- Posttraumatic Stress Disorder (PTSD) Care
- Prosthetic and Sensory Aid Services
- Readjustment Counseling
- Spinal Cord Injury Care
- Substance Abuse Care



# The Whole Health Approach





# COVID-19 Pandemic Response

- **2.7 Million+** people vaccinated (at least one dose)  
(as of 4/10/21)
  - **2.4 Million+** Veterans
  - **302,000+** Employees
- VA has diagnosed **249,000+ people** with COVID-19
- **38,000+** COVID-19 patients admitted to VA facilities  
(as of Apr 13)



# Suicide Prevention

## Suicide Prevention is Everyone's Responsibility

- Veterans Crisis Line: <https://www.veteranscrisisline.net/>
  - **5 mill+ Calls** (Since inception in 2007)
  - **585,000+ Chat** (Since inception in 2009)
  - **184,000+ Text** (Since inception in 2011)
  - **897,000+ Referrals** to Suicide Prevention Coordinators
  - **167,000+ Emergency services** dispatched  
(\*data as of October 2020)
- For VA Employee Use ONLY  
[VHASuicidePreventionOffice@va.gov](mailto:VHASuicidePreventionOffice@va.gov)  
(\*see SOP pamphlet)
- Public Service Announcements:
  - “I’m Good”  
<https://youtu.be/YPFo9EvUUvA>
  - “The Power of One”  
<https://www.youtube.com/watch?v=WSx11Kmnmrq>



[<internal link deleted>](#)

- Leadership Video Messages
- Chats with the Chief
- VHA Informational Products and Resources





# VHA 75<sup>th</sup> Anniversary

A Legacy of Service. The Future of Care.



For 75 years, VHA has honored America's Veterans by providing exceptional care to improve their health and well-being.

<https://bcove.video/2LVPI5X>

# VA's New Employee Orientation

## Overview of the Veterans Benefits Administration (VBA)



# Veterans Benefits Administration Mission and Vision

## Mission Statement

The mission of the Veterans Benefits Administration (VBA) is to serve as a leading advocate for Servicemembers, Veterans, their families and Survivors, delivering with excellence Veteran-centered and personalized benefits and services that honor their service, assist in their readjustment, enhance their lives, and engender their full trust.

## Vision Statement

Our vision is to fulfill our Nation's promise to those who serve by delivering the benefits and services they have earned to enable full, independent, and productive lives.

# History of Veterans Benefits Administration

In 1944, President Roosevelt signed the “GI Bill of Rights” which provided Veterans:

- Money for tuition, books, and living expenses for veterans attending a 4-year college or vocational school;
- Low interest mortgages for homeowners, farms, and small business;
- Offered allowances for returning vets looking for employment;
- Provided funding for establishing VA hospitals

In 1988, President Reagan signed legislation, which allowed the Veterans Affairs to gain cabinet-level status and we our Department was then renamed as the “Department of Veterans Affairs”; reorganized into three main Administration:

- Veterans Health Services and Research Administration; later renamed to Veterans Health Administration
- Veterans Benefits Administration
- National Cemetery System; later renamed to National Cemetery Administration

# All VBA's Work is Grounded in VA's Core Values: **I CARE**



## Because **I CARE**, I will...

|                   |  |
|-------------------|--|
| <b>Integrity</b>  | Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.  |
| <b>Commitment</b> | Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.       |
| <b>Advocacy</b>   | Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.   |
| <b>Respect</b>    | Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.  |
| <b>Excellence</b> | Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them. |



# VBA Strategic Goals

## Trust

Veterans trust VBA to deliver benefits that empower success throughout their lifetime.

## Innovation

VBA innovates to continually improve the delivery of benefits to Veterans

## Stewardship

VBA is reliable and accountable in all aspects of benefits delivery.

## Partnership

VBA develops strong partnerships, collaboration, and integration with all stakeholders to enhance the Veteran experience.



# VETERANS BENEFITS ADMINISTRATION

## *Executive Leadership*



**UNDER SECRETARY  
FOR BENEFITS**  
Thomas Murphy  
*Acting (20)*



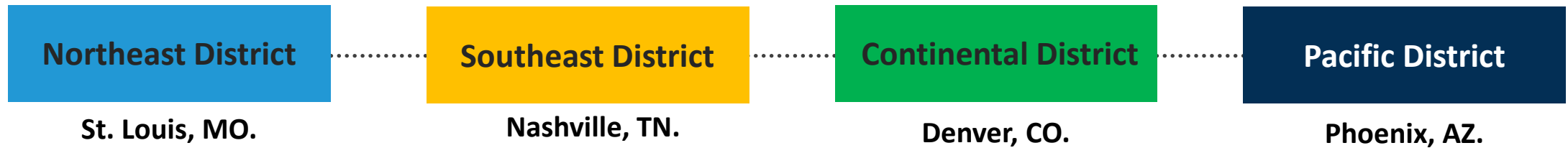
**PRINCIPAL DEPUTY  
UNDER SECRETARY  
FOR BENEFITS**  
Michael Frueh  
*(201)*



**CHIEF OF STAFF**  
Brandye Terrell  
*(20A)*

# Operations Overview

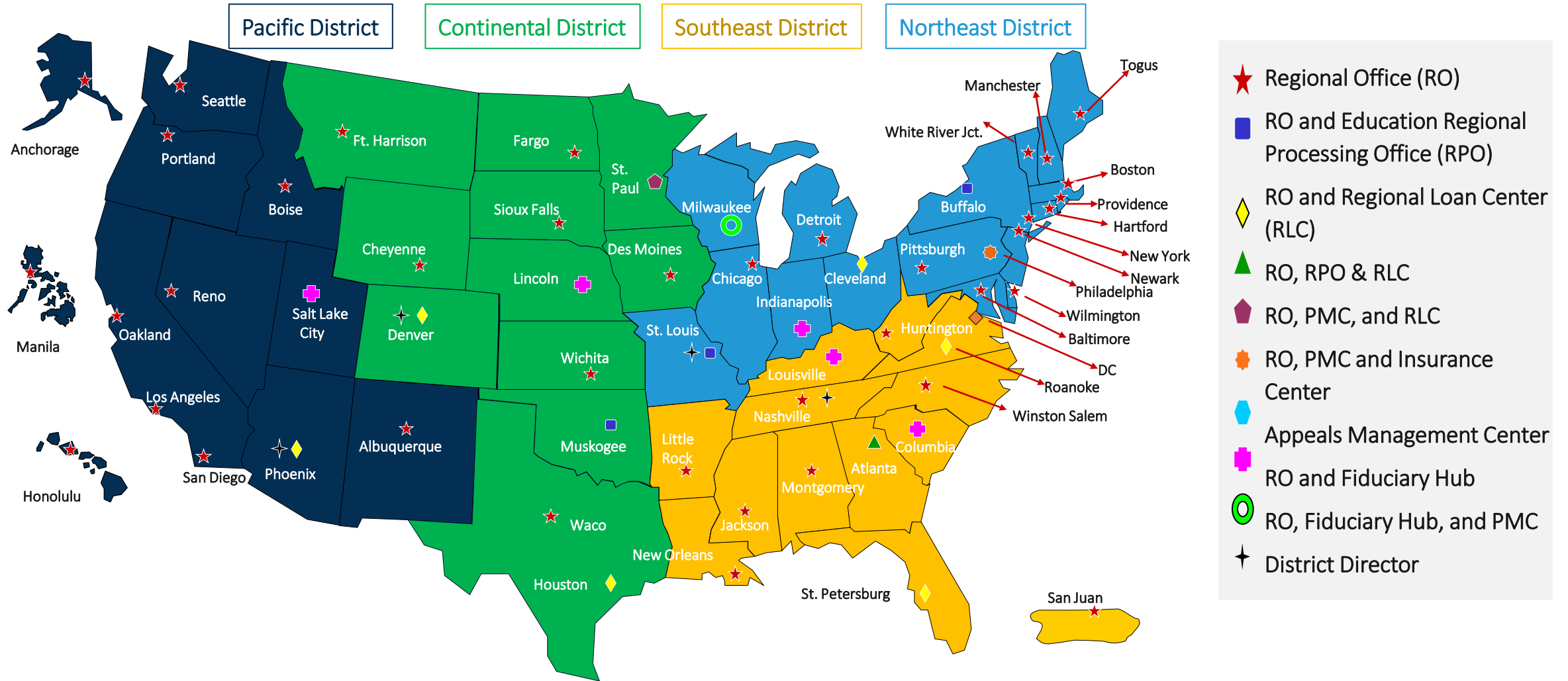
## VBA Field Structure



**The Veterans Benefits Administration delivers benefits and services through 56 regional offices and other organizational entities, including:**

- 4 District Offices
- Office of Administrative Review (OAR)
- Records Management Center
- 8 Regional Loan Centers
- 2 Education Regional Processing Offices
- 6 Fiduciary Hubs
- 3 Pension Management Centers
- National Call Center – 8 Staffed Locations
- Insurance Center
- Insurance Call Center
- Education Call Center

# VBA District Structure





# VBA Business Lines



Compensation



Education



Administrative  
Review



Veteran Readiness  
& Employment



Pension &  
Fiduciary



Home Loan  
Guaranty



Insurance



Transition & Economic  
Development

*“To care for him  
who shall have  
borne the battle  
and for his widow,  
and his orphan.”*

—Abraham Lincoln



Choose **VA**

*“Building Strategic Partnerships through Service”*



U.S. Department  
of Veterans Affairs

# VA

## Veterans Benefits Administration

Pension & Fiduciary Services



# Pension Services Overview

**Veterans Pension:** benefit payable to wartime Veterans with low -income and qualifying net worth.

**Survivors Pension:** benefit payable to a low-income, un-remarried surviving spouse and/or unmarried child(ren) of a deceased Veteran who had qualifying wartime service  
VA paid more than \$4.2 billion in benefits in 2020 to over 378,000 of our most financially challenged wartime Veterans and their survivors.

**Dependency and Indemnity Compensation:** benefit payable to eligible survivors of Servicemembers who died in the line of duty or Veterans whose death resulted from a service-related injury or disease

**Burial Benefits:**

- Allowance for burial and funeral costs
- Allowance for the plot or interment
- Allowance for transporting Veteran's remains for burial in national cemetery

# Fiduciary Services Overview

## Fiduciary Program

Provides oversight of VA's most vulnerable beneficiaries who are unable to manage their VA benefits because of injury, disease, the infirmities of advanced age, or are under the age of majority.

- In 2020, the fiduciary program provided oversight of fiduciaries managing more than \$3.4 billion for more than 162,000 beneficiaries.

# VA

# Veterans Benefits Administration

Compensation Service

# Compensation Service Overview

**Mission:** Guide and support the high-quality work of VBA's 56 claims processing offices in delivering monthly payments to Veterans in recognition of the effects of disabilities incurred or aggravated from diseases, injuries, or events during active military service

- Tax-free benefit paid to eligible Veterans with service-related disabilities and with a discharge given under conditions other than dishonorable.
- Benefit amount determined by severity of condition(s)

# VA

## Veterans Benefits Administration

Insurance Service



# Insurance Service Overview

## Insurance Service mission:

To provide our Nation's Veterans, Servicemembers, and Military families insurance products and services.

## Insurance Service Vision:

To be the world-class leader for Veteran and Military insurance delivery; where a diverse and caring workforce thrives, online technology advances, efficiency, and our performance honors military service by exceeding expectations for value, timeliness, and customer service.

## Top Operational Priorities:

- **Serve** our Nation's heroes by insuring over 5.6 million Veterans, Servicemembers, and Military Families for \$1.2 trillion.
- **Educate** customers on life insurance benefits they have earned to promote peace-of-mind for financial planning.
- **Engage** customers where they are by offering flexible, paperless payment and communication options.
- **Innovate** by **collaborating** with stakeholders to design customer-centered processes and products.

# Insurance Service Overview

## Joining/Serving



Auto Enrollment in  
SGLI/ TSGLI/ FSGLI  
and Update SOES

## Separation from Service



- VGLI Eligibility with option to enroll 1 year and 120 days after discharge
- 240 day No-Health Period
- Conversion to private insurance is an option

## Service Connected



New VA Rating/ Service-  
Connected Disability opens  
2-year S-DVI eligibility  
period

## Severely Service Disabled



Special Adaptive  
Housing Grant opens  
VMLI eligibility

# VA

# Veterans Benefits Administration

Education Service

# Education Service Overview

**Education Service supports service members, Veterans and their families by providing the benefits and resources to help them achieve their education goals.**



**Expands** opportunities for Veterans and eligible family members to pursue their academic goals.








**Enhances** the nation's economic strength with innovative programs that support employment in high demand fields.



**Enriches** lives by giving GI Bill beneficiaries the tools they need to further their education.



# Education Service Overview

|                                | Min Length of Service or Requirements   | Max Months of Benefits   | Duration of Benefits  |
|--------------------------------|---|--|---|
| Post-9/11 GI Bill (Chapter 33) | 90 days total active service after 9/10/01 or 30 days continuous if discharged for service-connected disability | 36<br>            | Service ended on or after 1/1/2013: No expiration<br>Service ended before 1/1/2013: 15 years from last day of active duty |
| MGIB-AD (Chapter 30)           | 2 years continuous enlistment (minimum duty varies by service date, branch, etc)                                | 36<br>            | Generally, 10 years from last day of active duty  |
| MGIB-SR (Chapter 1606)         | 6-year commitment after 6/30/85   | 36<br>            | Generally, ends the day you leave Selected Reserve  |
| VEAP (Chapter 32)              | 181 continuous days active service between 1/1/1977 and 6/30/1985   | 36<br>            | 10 years from last day of active duty   |
| DEA (Chapter 35)               | Not applicable  | 36 or 45 **<br> | Spouse: 10 or 20 years depending on eligibility; Child: Ages 18-26  |



**\*\*Note: If you began using this program to pay for your school or training before 8/1/18, you can get benefits for up to 45 months. If you began using the program on or after 8/1/18, you can get benefits for up to 36 months**



# VA

## Veterans Benefits Administration

Loan Guaranty Service

# Loan Guaranty Service Overview

## Mission

To maximize Veteran's and Servicemember's opportunity to obtain, retain and adapt home by providing a viable and fiscally responsible benefits program in recognition of their service to the Nation.

## Vision

To empower Veterans with information and access to innovative products and services by providing a Veteran-focused experience, strengthening our partnerships, driving continuous performance improvements, and never forgetting who we serve.

## Key Objectives

To support VBA's strategic plan and achieve Loan Guaranty's vision for Veterans, Service members, and their families, Loan Guaranty Service will:

- **Serve as the leading voice related to housing for Veterans**
- **Attract and retain** a workforce with the skills, knowledge, and commitment necessary to serve Veterans
- **Create and sustain** a culture of innovation that ensures the VA home loan is the product of choice
- **Deliver a quality customer experience** through consistent, timely, and accurate benefits and services that meet their needs

# Loan Guaranty Service Overview

- The VA-Guaranty Home Loan program was established in 1944
- This row house in Washington, D.C. was the first home purchased by a Veteran with a VA-Guaranteed Loan
- Maximum guaranty amount in 1944 was \$2,000, maximum interest rate 4%, maximum loan term 20 years



# VA

## Veterans Benefits Administration

Veteran Readiness & Employment Service

# Veterans Readiness & Employment Overview

## Mission

Assist Veterans with service-connected disabilities and an employment handicap prepare for, find, and maintain suitable careers, or maintain a life of independence.

- VR&E employs nearly 1,000 professional vocational rehabilitation counselors (VRC) and delivers services through a network of nearly 350 office locations
- Our service delivery model works to support Veterans where they are located, and includes operations at 56 regional offices, the National Capital Region Benefits Office, approximately 142 out-based offices, 70 Integrated Disability Evaluation System (IDES) installations, and 104 VetSuccess on Campus (VSOC) schools/sites



# Veterans, Readiness & Employment Overview

- Help Veterans with service-related disabilities:
  - ✓ Achieve and maintain suitable employment
  - ✓ Gain independence in daily living
- Vocational counseling and planning
- Education or vocational training
- Monthly living allowance in addition to disability compensation
- Tools to accommodate program (e.g., auto mechanic tools, computers for technology/professional fields)
- Job-seeking skills and assistance in finding employment
- Independent living:
  - ✓ Training in activities of daily living
  - ✓ Personal adjustment counseling and support services

# VA

# Veterans Benefits Administration

Office of Administrative Review

# Office of Administrative Review Overview

## Mission

Office of Administrative Review (OAR) leads the Veteran Benefits Administration's effort to support Veterans, their family members, and survivors by delivering timely, accurate, and fair decisions through an efficient administrative review process as authorized by the *Veterans Appeals Improvement and Modernization Act of 2017* (AMA).

- Provide claimants who disagree with a VA claims decision with the choice of decision-review options
- Continue to improve the decision review and claims resolution processes
- Provide oversight for VBA's compensation benefit higher-level review program and related processes
- Oversee the reduction and eventual elimination of VBA's "legacy" appeals (appeals that existed prior to the passage of AMA)
- Serve as VBA's liaison with the Board of Veterans' Appeals

# VA

## Veterans Benefits Administration

Office of Outreach, Transition & Economic  
Development (OTED)

# Office of Outreach, Transition & Economic Development

**Our mission is to ease Service members' transition from military to civilian life.**

The Office of Transition and Economic Development envisions government, Veterans Service Organizations (VSOs), nonprofits, and private industry collaborating without barriers as they provide transitioning Service members, Veterans, and their families services and programs that supports and honors their service.





# OTED Collaborates with Interagency Partners to Mature and Drive the Execution of TAP

The federal agencies and Services listed below are official partners in TAP, and work with VA to serve transitioning Service members (TSMs), families, caregivers, and survivors.



# Connect with us!

For VA customer service, call:

**1.800.827.1000**

To learn more about VA Benefits, visit:

**benefits.va.gov**

Crisis Hotline

**1.800.273.8255**

Homeless Hotline

**1.877.424.3838**

To follow us on social media:



VABenefits



VeteransBenefitsAdministration



VAVetBenefits



VeteransBenefitsAdministration



department-of-veterans-affairs

**#FasterBetterTogether**  
VBA FY21

# Questions & Answers

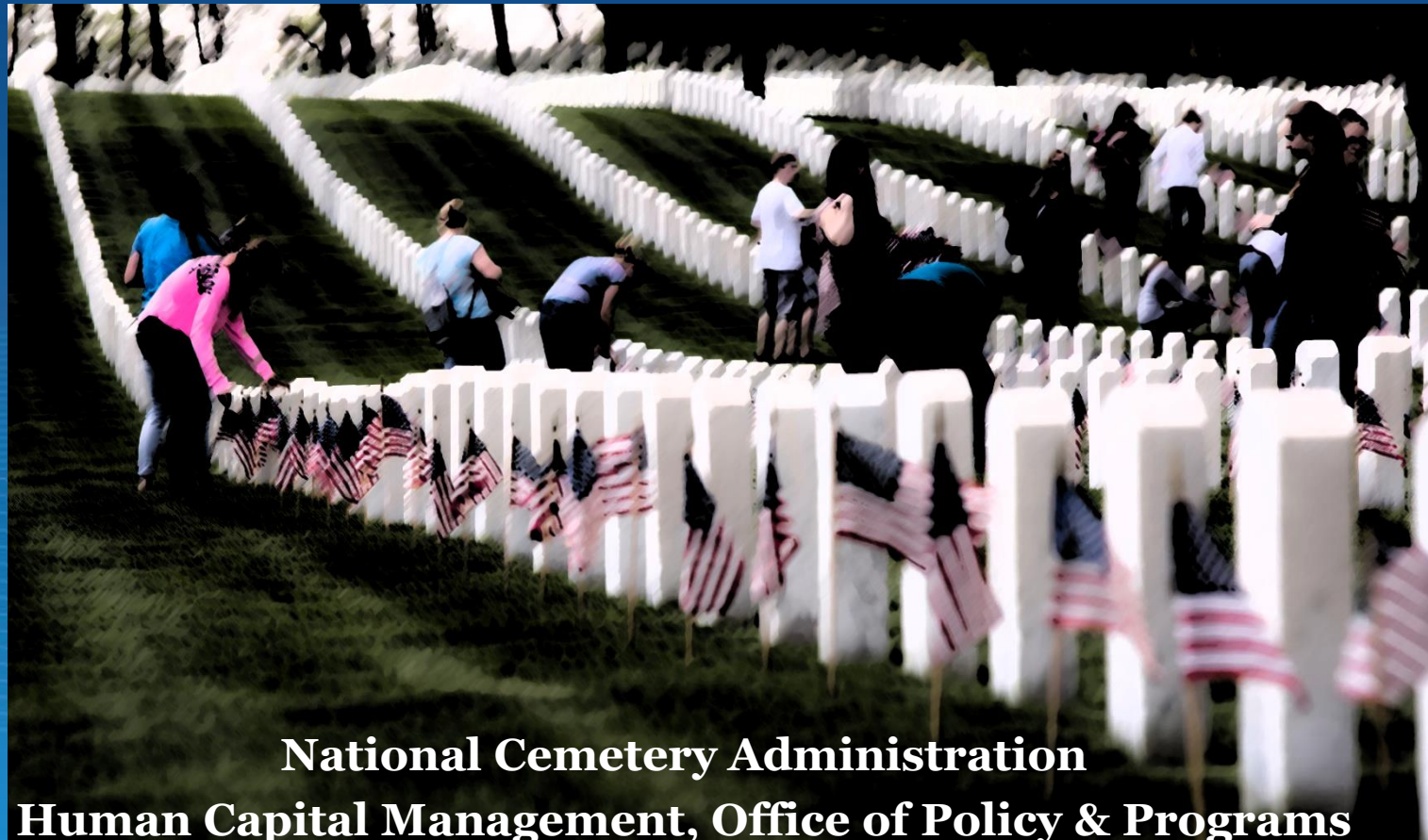






U.S. Department  
of Veterans Affairs

# NCA New Employee Orientation Presentation



**National Cemetery Administration**  
**Human Capital Management, Office of Policy & Programs**



# Presentation

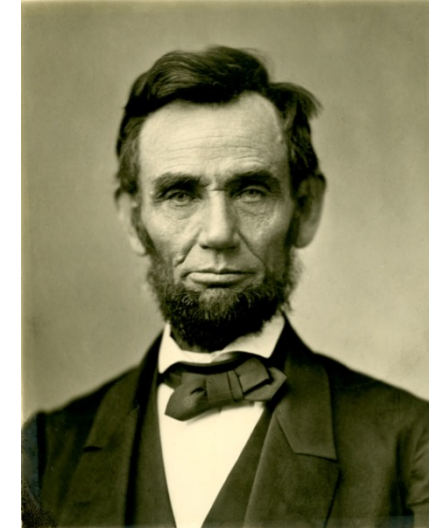
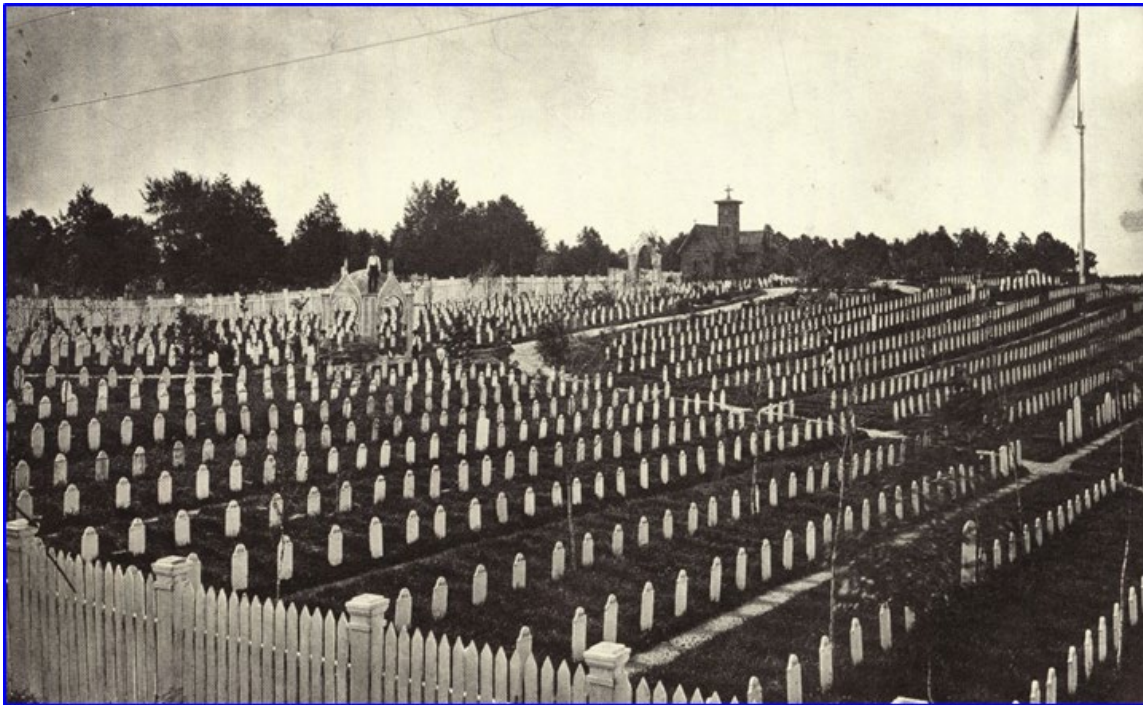
- NCA's History, Mission, and Vision
- NCA's Responsibilities
- Eligibility and Veterans Benefits
- NCA Organization and Leadership
- Military and Veterans Cemetery Partners
- National, State, and Tribal Partners
- NCA Volunteers
- NCA Awards





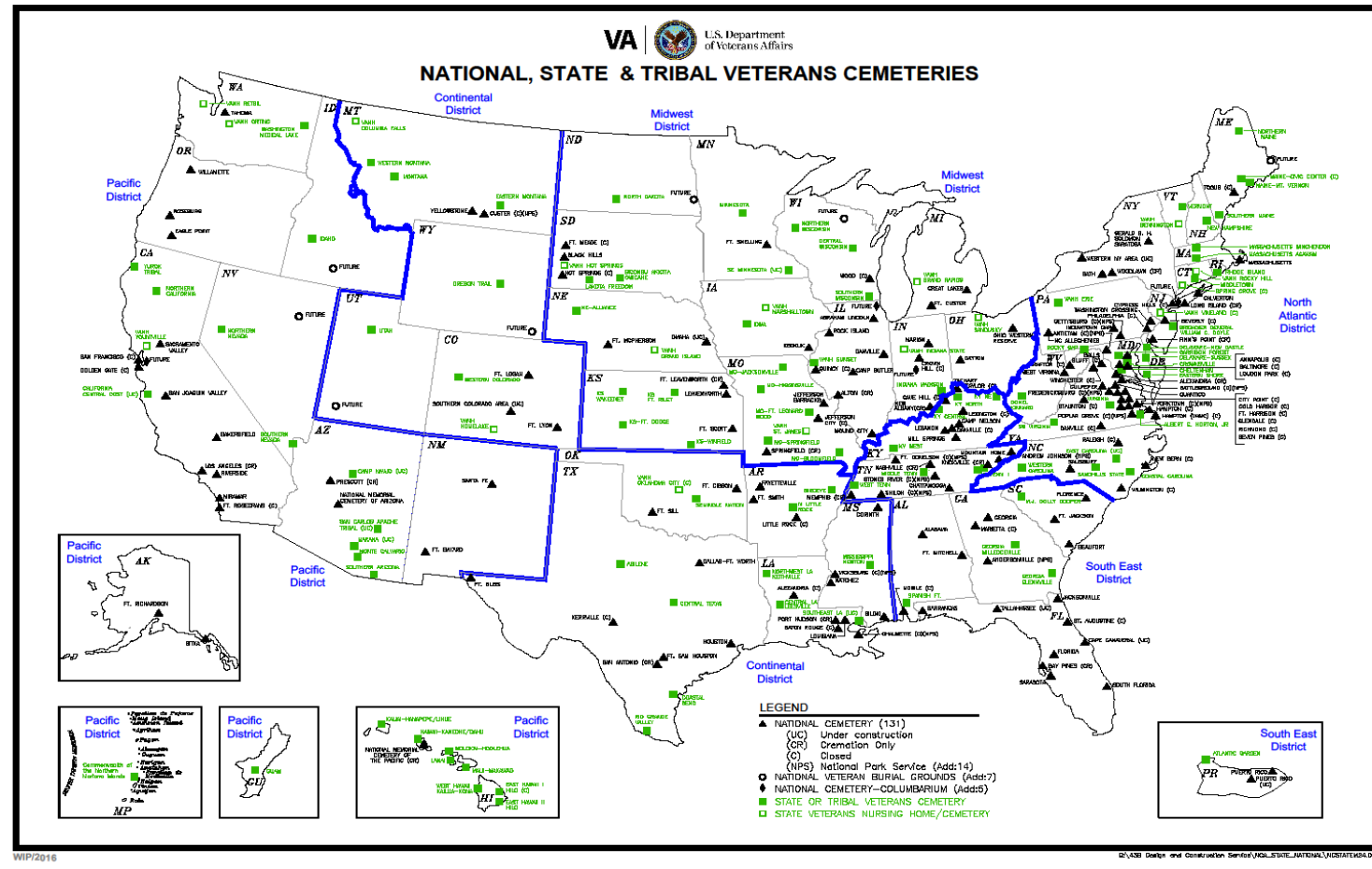
# NCA History

- The Omnibus bill of 1862, signed into law on July 17, authorized President Lincoln to purchase grounds for use as national cemeteries
- Fourteen national cemeteries were established in 1862
- Previously soldiers were buried where they fell





# NCA History



- 144 National Cemeteries within 5 Districts
- Perpetual care provided for 4.9 million Veterans, service members, and family members
- Manage 9,243 developed acres





# NCA Mission and Vision



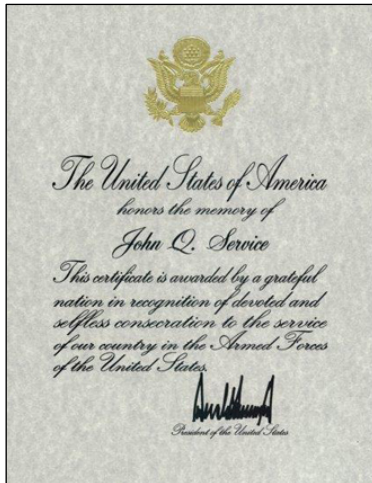
- The National Cemetery Administration (NCA) Mission to honor Veterans and their families with a final resting places in national shrines and lasting tributes that commemorate their service and sacrifice to our Nation.

- The National Cemetery Administration (NCA) Vision to be the **model of excellence** for burial and memorial benefits for our Nation's Veterans and their families. **NCA ensures that No Veteran Ever Dies.**





# NCA Responsibilities



- Provide burial space for Veterans and eligible family members
- Maintain national cemeteries as national shrines
- Administer the Federal grants program for construction of state and tribal Veterans cemeteries
- Administer the Presidential Memorial Certificate (PMC) Program
- Furnish headstones, markers and medallions for the graves of Veterans around the world
- Administer the First Notice of Death (FNOD) program



# NCA Eligibility & Scheduling Office

- Any member of the U.S. Armed Forces who dies on active duty
- Any Veteran who was discharged under qualifying conditions (*other than dishonorable*)
- National Guard members and Reservists with 20 years of qualifying service, who are entitled to retired pay
- Spouses, minor children and certain parents



**The National Cemetery Scheduling Office serves all national cemeteries, seven days a week, 362 days a year.**

**Toll Free Number**



**1-800-535-1117**





# NCA - Veteran Pre-Need Program

- Launched December 8, 2016 to assist Veterans with funeral decisions in advance of need.
- Subject to a final eligibility verification at time of need and does not guarantee burial in a specific cemetery or reserve a gravesite until time of need.
- If Veteran is not eligible during the Pre-Need determination, the Veteran will be entitled to VA Appeals Rights.



**Toll Free Number**



**1-800-535-1117**

**<https://www.cem.va.gov/cem/pre-need/index.asp>**

**VA Form 40-10007, Application for Pre-Need Determination of Eligibility for Burial in a VA National Cemetery.**

**Please mail to:**

National Cemetery Scheduling Office  
P.O. Box 510543  
St. Louis, MO 63151

**Or fax to:**

Fax (toll-free): 1-855-840-8299



# NCA - Veteran Burial Benefits

- Gravesite
- Opening and closing of the grave
- Grave liner
- Perpetual care of the gravesite







# NCA - Veteran Memorial Benefits



**Upright  
Headstone**



**Burial Flag**



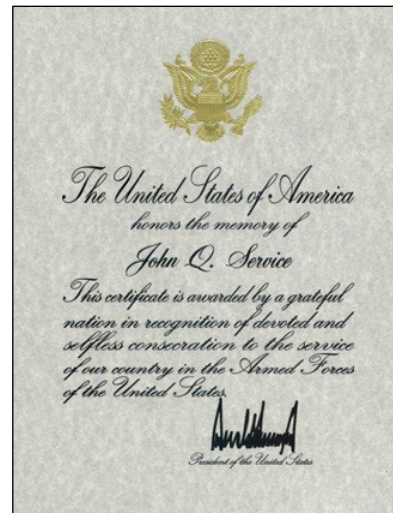
**Niche Covers**



**“In Memory  
of...”**



**Flat Marker**



**Presidential  
Memorial  
Certificate**



**Upright  
Headstone**

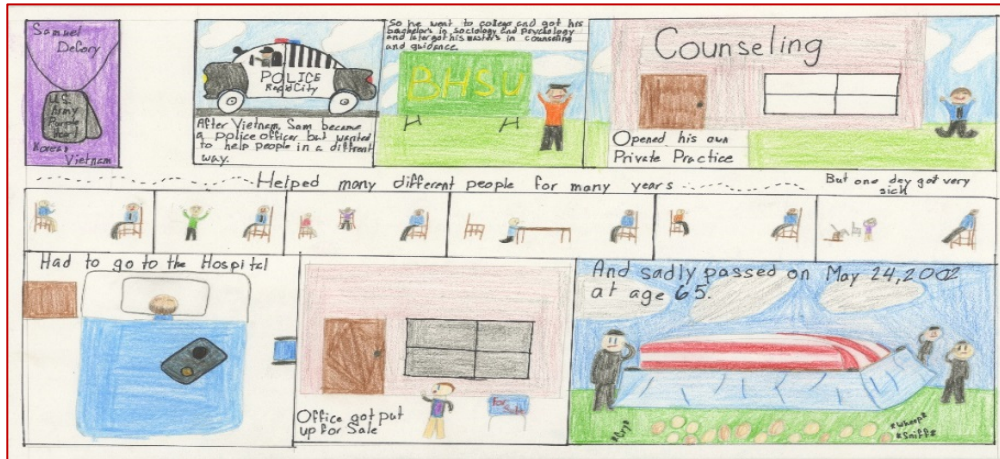


**Bronze Medallion**





# NCA - Veterans Legacy Program



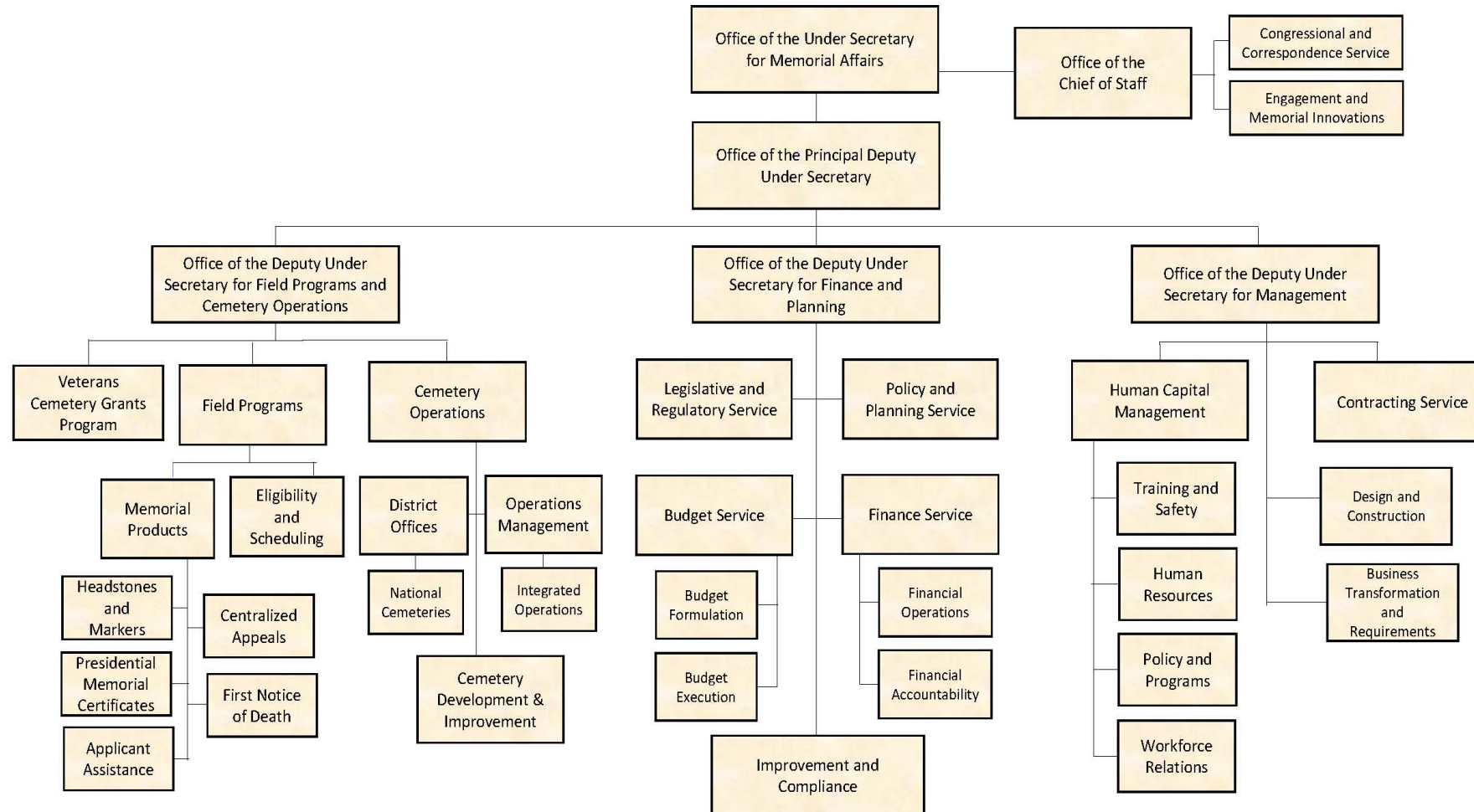
The Veterans Legacy Program - Creates partnerships to engage students, educators, and the American public with their local history through the diversity of the Veteran experience enshrined in our 144 national cemeteries.





# NCA – Leadership and Organization

NATIONAL CEMETERY ADMINISTRATION ORGANIZATIONAL CHART







# NCA Military and Veteran Partners

- Partners in Managing Military and Veteran Cemeteries:
  - VA: 144 cemeteries
  - Army: 41 cemeteries,
    - Arlington National Cemetery
    - Various post cemeteries
  - Interior: 14 cemeteries
    - Gettysburg National Cemetery, PA
    - Andersonville National Cemetery, GA (open)
  - American Battle Monuments Commission:  
25 Overseas Cemeteries
    - Belleau Wood, France
    - Florence American Cemetery, Italy
    - North Africa American Cemetery, Tunisia
    - Manila American Cemetery in Manila, Republic of the Philippines





# NCA State and Tribal Partners

- VA provides 100% of development costs
- 115 operational state and tribal cemeteries in 48 states, territories, and tribal lands including Guam, Saipan, and Puerto Rico
- Over \$861 million in grants awarded since 1980
- More than 39,000 burials in FY2019



***North Mississippi Veterans  
Memorial Cemetery dedication  
Kilmichael, MS  
August 16, 2017***



# NCA - Veterans Serving Veterans

- 2,076 Employees
- Over 73% of NCA employees are Vets
  - highest of any Federal agency
- Includes 450+ returning Veterans from Iraq and Afghanistan
- 49.1% are disabled Veterans
- 8.93% are female Veterans







# NCA - Volunteers



Wreaths Across America  
Camp Nelson, KY



Arborists United for Veterans  
Remembrance



*Guardians of the Cemetery, Washington  
Crossing National Cemetery, Newtown, PA*



*Vaca Valley Garden Club, Sacramento  
Valley National Cemetery, CA*



# NCA Awards

## American Customer Satisfaction Index (ACSI)

**In 2019, for the 7<sup>th</sup> consecutive time, NCA  
achieved the **highest ranking of any  
participating organization public or private!****







# EAP Employee Orientation

Federal Occupational Health  
Employee Assistance and WorkLife Programs

# The Employee Assistance Program: A Definition

Worksite-based, confidential assessment, referral and short-term consultative service for any personal problem that has a negative impact on work performance



# Short-Term Counseling Can Help

- Challenging relationships
- Emotional reactions and regulation
- Stress
- Anxiety
- Depression
- Grief
- Workplace problems
- Family concerns
- Alcohol and drug abuse issues



# Confidentiality

- Private, voluntary discussions
- Authorization to Use and Disclose (AUD) forms
- No identification of individuals in agency reports
- Confidentiality in accordance with federal and state laws



# Legal and Financial Consultations

- Telephonic connection for legal\* and financial advice
- Local in-person attorney services
- Simple will preparation
- Online legal services
- Identity theft solutions
- Family budgeting/financial planning
- Savings and investment strategies
- Determining retirement needs
- Identifying a local financial planner
- Selecting which credit card to pay off first

\*Legal advice cannot be provided on employment matters



# Access Is Easy – Telephonic

**Confidential assistance is available  
toll-free 24 hours a day, 7 days a week**

**800-222-0364**

888-262-7848 (TTY)

- A person answers the phone – no voicemail or call menu
- The EAP representative will help you obtain needed resources



# Access Is Easy – Website

[FOH4You.com](https://www.foh4you.com)

- Legal and financial information
- Online EAP orientations
- Online stress management and change management videos
- Webinars and podcasts
- Interactive tools and library



Federal Occupational Health  
**Employee Assistance and WorkLife Programs**

Help is available all day, every day.  
We care, just call.

**800-222-0364**

(TTY: 1-888-262-7848)

**[FOH4You.com](http://FOH4You.com)**

## Center for Minority Veterans (CMV)



# Background

CMV serves as principal advisor to SECVA on adoption and implementation of policies and programs affecting minority Veterans.

## **“Why does the VA have a Center for Minority Veterans?”**

The Center for Minority Veterans was established by Public Law 103-446 in 1994 in response to lagging utilization by minority Veterans in VA benefits and services. **There are no benefits that accrue to Veterans simply based on their race or ethnicity.** Of note, in FY2019 over **900,000 Veterans** were contacted through CMV's outreach efforts. Only 330,000 of them were minority Veterans. **CMV assists all Veterans.**

**PL 103-446 defines “minority group members”** as African Americans, Asian Americans and Pacific Islanders, Hispanic Americans, and Native Americans (American Indians, Alaska Natives, Native Hawaiians), **\*Inclusive of 34% of Women Veterans are minority women and therefore part of our target demographic**



Choose **VA**

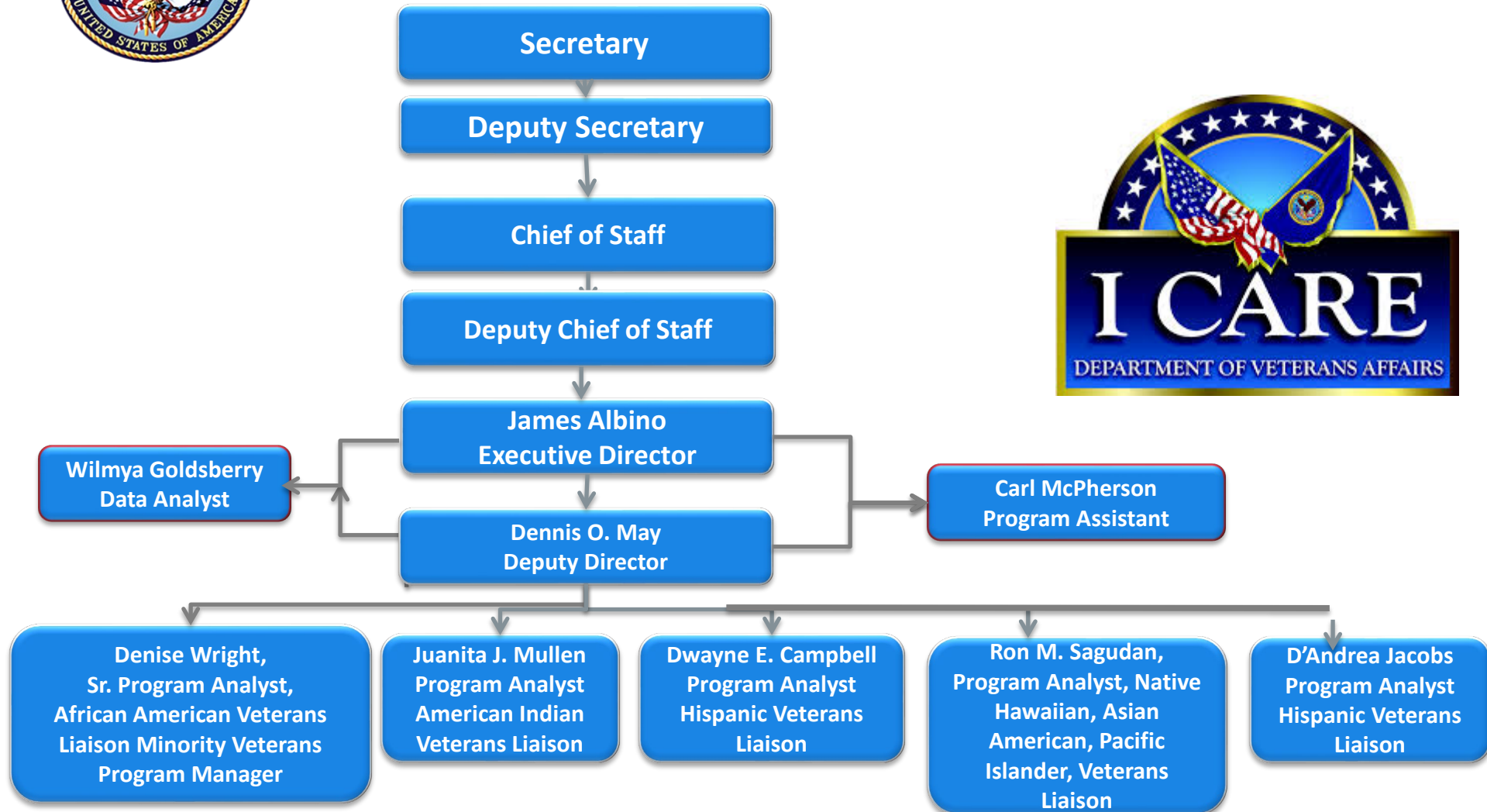
**VA**



U.S. Department  
of Veterans Affairs 228



# Organization Chart



# What We Do



- Educate Veterans, their families and survivors through targeted outreach and effective advocacy.

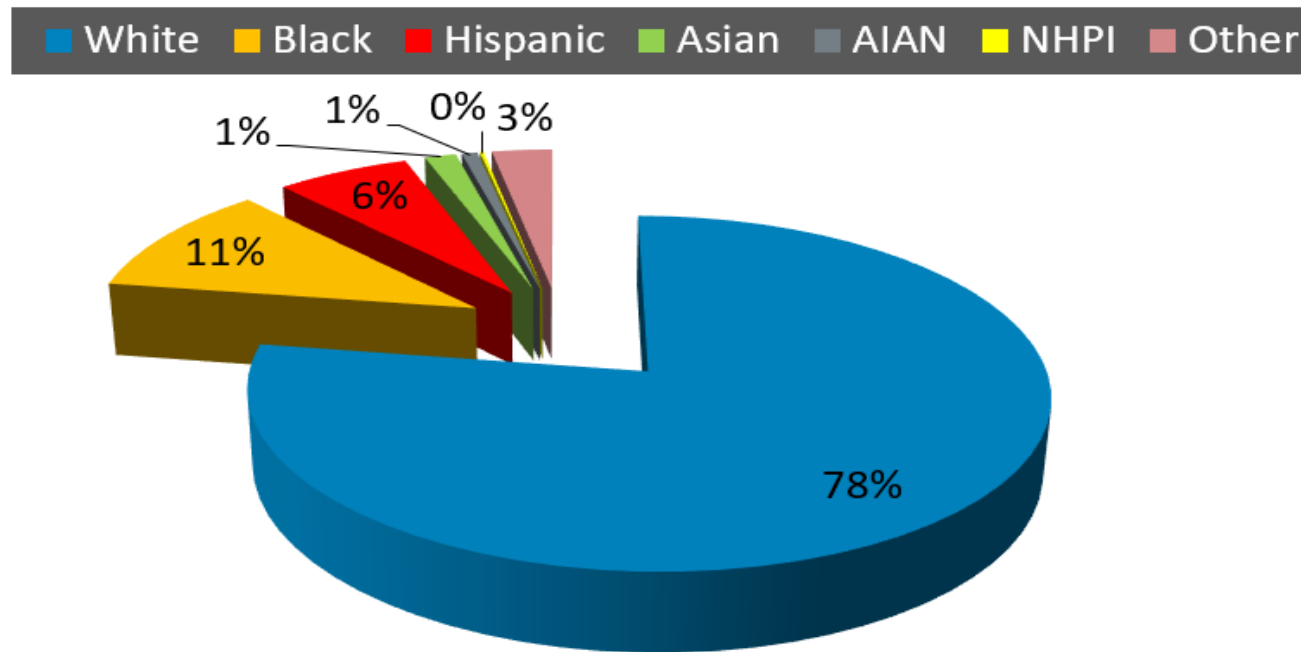


- Promote the use of VA programs, benefits, and services for minority Veterans.



- Disseminate information and provide culturally relevant programs that enhance Veteran-centric services to minority Veterans (\*men & women).

# Veteran Demographics 2016



**Note:** Categories are mutually exclusive. 'Black' and 'All other races' are not Hispanic.

'All other races' includes American Indian/Alaskan Native, Asian, Pacific Islander, and Other (Some other Race and Two or more Races).

Source: U.S. Census Bureau, American Community Survey , 2016



Choose **VA**

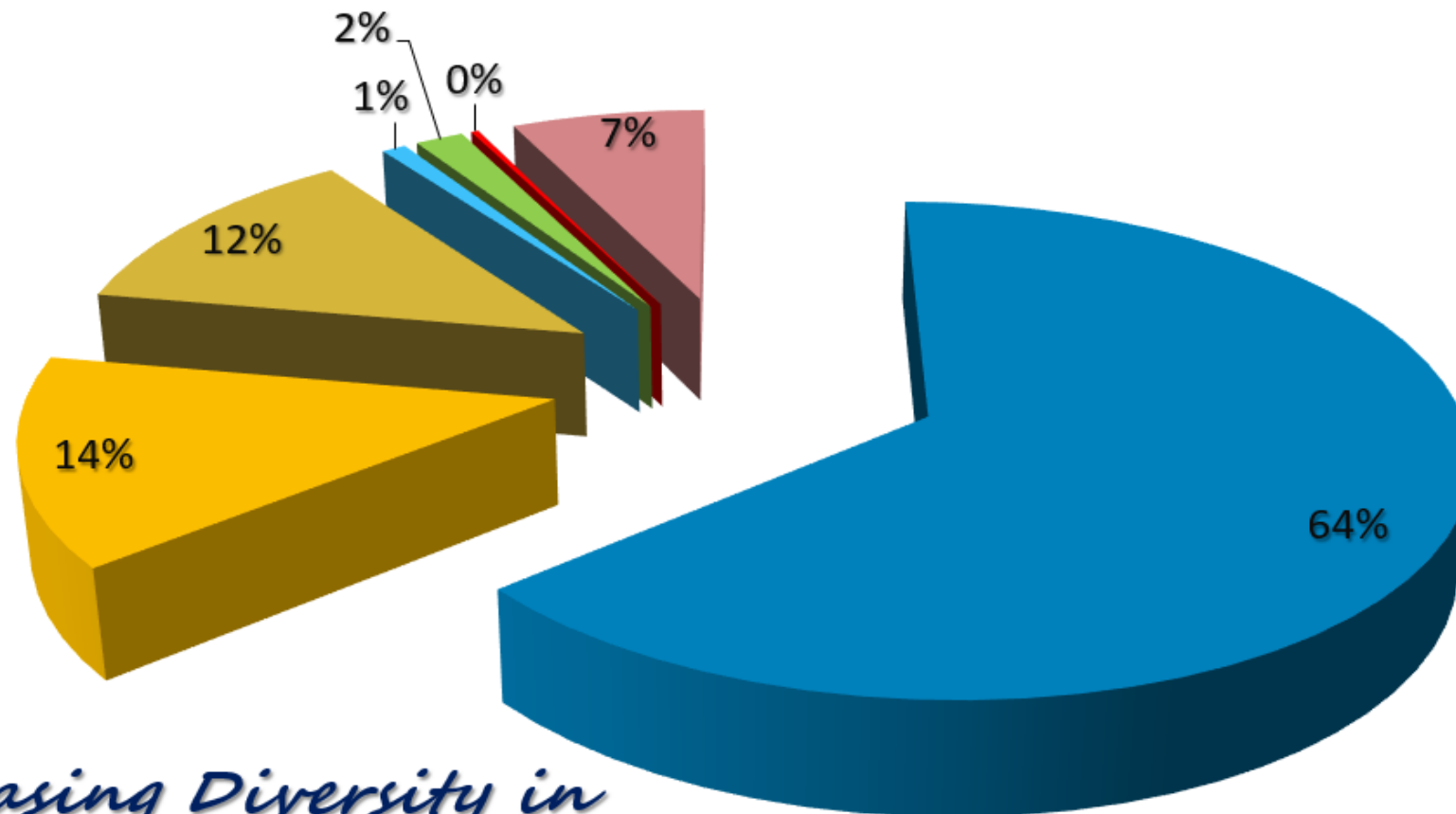
**VA**



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of Veterans Affairs

# Projected Veteran Population 2043

■ White ■ Black ■ Hispanic ■ AIAN ■ Asian ■ NHPI ■ Other



*Increasing Diversity in  
Veterans Population*

Note: Categories are mutually exclusive. 'Black' and 'All other races' are not Hispanic.

'All other races' includes American Indian/Alaskan Native, Asian, Pacific Islander, and Other (Some other Race and Two or more Races).



Choose **VA**

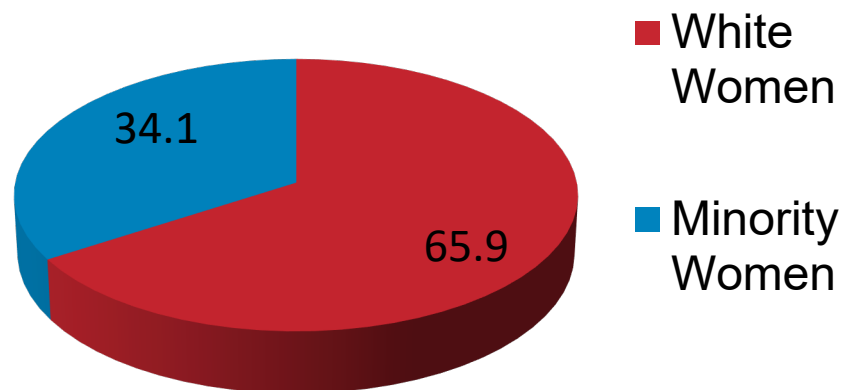
**VA**



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of Veterans Affairs

# Women Veterans Diversity

## 2016 Women Veterans



- Minority women Veterans comprise 34% of the total women Veterans population compared to 21.9 percent minority men Veterans





# Outreach to Minority Veterans



- Staff/Minority Veteran Liaisons collaboration with internal/external organizations and other closely aligned non-government minority organizations (CMV)



- Secretary's Advisory Committee on Minority Veterans (ACMV)



- Minority Veterans Program Coordinators (MVPC)



# Secretary of Veterans Affairs' Advisory Committee on Minority Veterans (ACMV)



- Advise the Secretary on VA's administration of benefits and provision of health care benefits and services to minority Veterans
- Provide annual report to the Secretary outlining recommendations, concerns, and observations on VA's delivery of services to minority Veterans
- Meet with VA officials, Veteran Service Organizations and stakeholders to assess the VA's efforts in providing benefits and services to minority Veterans
- Make periodic site visits and hold Veterans Town Hall meetings



# Minority Veterans Program Coordinators (MVPC)



- Interdepartmental program (approximately 276 coordinators collaterally assigned within VHA, VBA, and NCA)
- Support and initiate activities that educate and sensitize internal staff to the unique needs of minority veterans
- Target and participate in outreach activities and educational forums utilizing community networks
- Assist the CMV in disseminating information



# All Administrations FY2020 MVPC DATA

| Areas Reported                | VHA     | NCA     | VBA     | FY2020        |
|-------------------------------|---------|---------|---------|---------------|
| Facilities Submitted Reports  | 100%    | 100%    | 100%    | 100%          |
| Number of Activities          | 26,604  | 14,054  | 126,046 | 166,704       |
| Avg Outreach Hours per Month  | 16      | 11      | 18      | 15            |
| Number of Veterans Outreached | 264,389 | 126,812 | 217,807 | 609,008       |
| Number of Minority Veterans   | 79,012  | 42,474  | 100,378 | 221,864 (36%) |
| Number of Women Veterans      | 19,065  | 5,310   | 17,881  | 42,256 (7%)   |
| Briefings                     | 901     | 358     | 821     | 2,080         |
| Collaborations                | 342     | 63      | 976     | 1,381         |
| Conventions/Conferences       | 949     | 4,080   | 3,477   | 8,506         |
| Stand Downs                   | 2,555   | 32      | 2,082   | 4,669         |
| Town Hall Meetings            | 423     | 139     | 1,615   | 2,177         |





# CMV Strategies

1. Biennial National Minority Veterans Summit
2. Initiatives/ Campaigns- Million Veteran Program/PREVENTS
3. Collaborate on Research Projects with Office of Health Equity, Center for Health Equity, and Research Promotions
4. Host Lunch and Learn Sessions – Federal Agencies
5. Weekly GovDelivery Email
6. Develop MOUs with national organizations (i.e. NAACP, Women Veterans Interactive, Veterans Employment Service Office etc.)
7. Encourage minority Veterans to self-identify





# Point Contact Information



## U.S. Department of Veterans Affairs Center for Minority Veterans

[vacocenterforminorit@va.gov](mailto:vacocenterforminorit@va.gov)

202-461-6191

<https://www.va.gov/centerforminorityveterans/>



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# Serving Women Veterans:

Center for Women Veterans

**U.S. Department of  
Veterans Affairs  
Center for Women  
Veterans**

# PUBLIC LAW 103-446



Center for Women Veterans established November 2, 1994 by Congress

## Our Mission:

- To monitor and coordinate VA's administration of health Care, benefits, services and programs for Women Veterans.
- To serve as an advocate for cultural transformation (within and in the general public in recognizing the service and contributions of women Veterans and women in the military.
- To raise awareness of the responsibility to treat women Veterans with dignity and respect.

## Our Vision:

Modernize the Center to become the portal for all things women Veterans and extend its outreach to all women Veteran Champions, reaching women Veterans nationally and internationally, ensuring equity in access, eligibility, care, and service delivery.

## CWV Focus Areas

OUTREACH



INTERNAL  
ADVOCACY



RESEARCH



PERFORMANCE  
MANAGEMENT &  
ACCOUNTABILITY



# The Invisible Woman Veteran



In a 2016 Service Women's Action Network survey, 74 percent of the respondents said that the general public did not recognize their service



# Women Veteran population will continue to grow while the U.S. Veteran population decreases

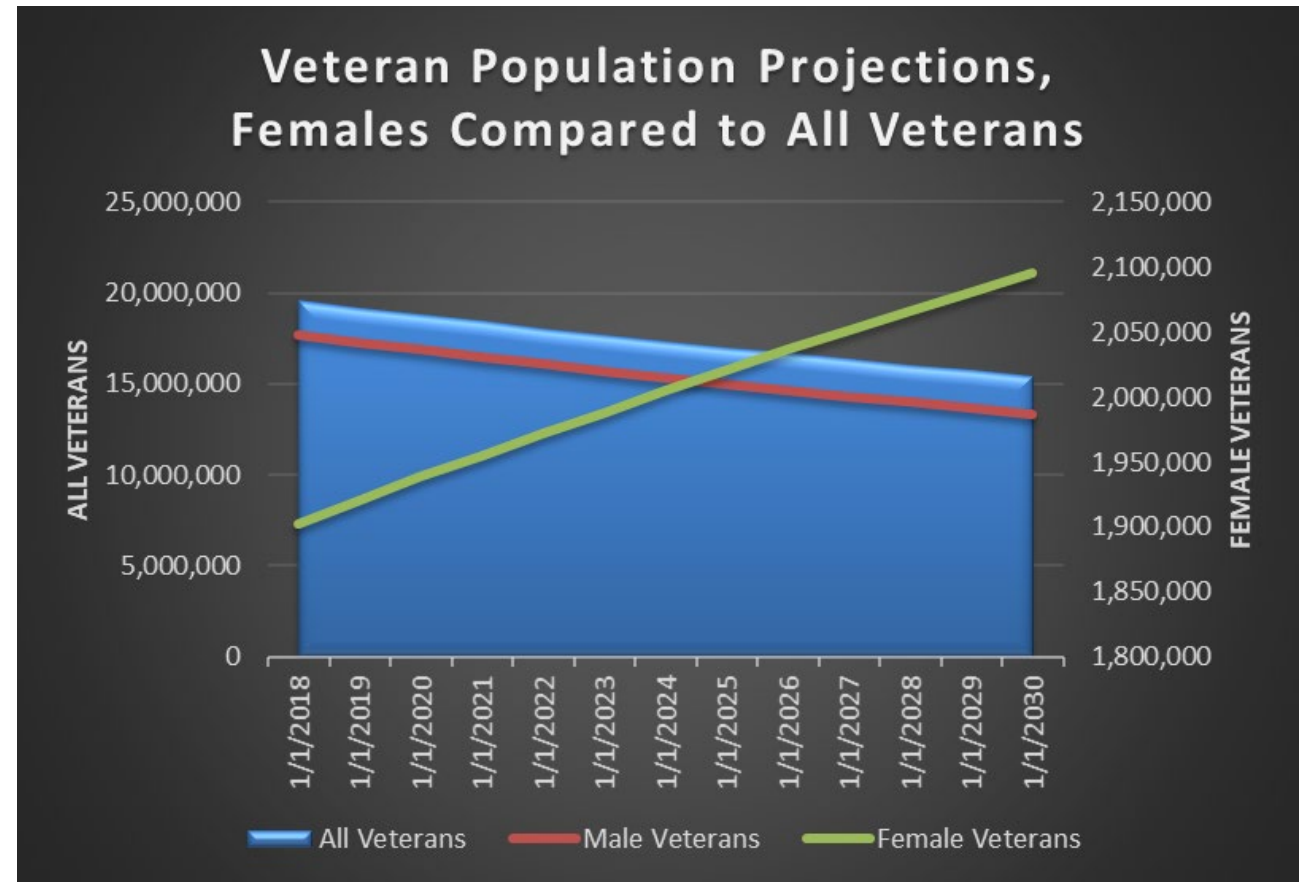


## **2018: 9.7% of Veteran population women**

- 19.6 million total Veterans
- 17.7 million male Veterans
- 1.9 million women Veterans

## **2030: 13.5% of Veteran population women**

- 15.5 million total Veterans
- 13.4 million male Veterans
- 2.1 million women Veterans





# Two Million Women Veterans & growing



- 10% of the Veteran population
- 15% of the U.S. Active Duty force
- 18% of the National Guard & Reserve
- 20% of all new military recruits

# Underserved communities & CWV



- Round tables
  - American Indian / Alaska Native Roundtable
  - Caribbean Health System Round table
  - Guam and Philippines
- Partnership with Office of Small and Disadvantaged Business Utilization (OSDBU) focusing on minority women Veterans
- MOAs and outreach
  - Women Veterans Interactive
  - Minority Veterans of America

# How the Center participates with Women Veterans



- Conduct outreach to help women Veterans learn about their benefits and eligibility
- Connect women Veterans to the VA through
  - Webinars
  - FB Live events
  - Social Media and website
  - Email

# How the Center participates with VA partners



Advisory capacity related to gender and racial/cultural appropriateness in areas of

- Policy
- Health / Mental Health
- Claims
- Research

# CWV Initiatives



1. **#BringWomenVeteransHome2VA**
2. 2022 Women Veterans Summit
3. I Am Not Invisible
4. Naming VA Spaces for Women Veterans
5. Partnerships that include:
  - I. Memorandums of Agreement
  - II. Outreach Initiatives
  - III. Program development
6. Social Media outreach
7. Advisory Committee on Women Veterans
8. Special Events



Thanks to



for their support



# Questions



# Thank You



## CWV Staff

- Director, Lourdes Tiglao
- Deputy Director, Elizabeth Estabrooks
- Advisory Committee Manager, Shannon Middleton
- Communications Manager, Missina Schallus
- International & National Outreach Manager, Ana Claudio
- Outreach Program Manager, Michelle Terry
- Operations/Project Manager, Julia Kelley

## Address:

**Department of Veterans Affairs  
Center for Women Veterans (00W)  
810 Vermont Ave, NW  
Washington, DC 20420**

**Phone: 202-461-6193**

**Fax: 202-273-7092**

**Website:** [www.va.gov/womenvet](http://www.va.gov/womenvet)

**Email:** [00W@mail.va.gov](mailto:00W@mail.va.gov)

**Social Media:** @VAWomenVets on Facebook and Twitter  
**#BringWomenVeteransHome2VA**

**VA**



## **U.S. Department of Veterans Affairs**

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Center for Faith-Based and Neighborhood Partnerships

Conrad Washington  
Director

# OVERVIEW

- Organizational Chart
- Mission & Vision
- History
- Faith-Based & Community Organizations (FBCOs)
- External partners
- Public service announcements
- Veteran religious data
- Operations
- Outreach events
- Veterans Ministry or Welcome Center
- Contact information

# Organizational Chart

**Assistant Secretary,  
Office of Public and  
Intergovernmental Affairs (OPIA)**

**Principal Deputy  
Assistant Secretary,  
OPIA**

**Deputy Assistant  
Secretary,  
Intergovernmental  
Affairs (IGA)**

**Executive Director  
White House Office of Faith-  
Based and Neighborhood  
Partnerships (WHOFBNP)**

**Director  
CFBNP**

**Deputy Director  
CFBNP**

**Program Specialist**

**Program Specialist**

**Program Specialist**





# Mission & Vision

## Mission

The CFBNP mission is to engage, educate and inform faith-based, community, and non-profit organizations with VA information and resources to better serve the needs of Veterans, their families, survivors, caregivers, and other beneficiaries within their respective organizations.

## Vision

The CFBNP Vision is to create and strengthen partnerships with faith-based and community organizations across the nation to reach our Veterans

# History

February 14, 2021: [Executive Order 14015](#) - Establishment of The White House Office of Faith-Based and Neighborhood Partnership

May 3, 2018: [Executive Order 13831](#): Establishment of a White House Faith and Opportunity Initiative

April 5, 2013: [Executive Order 13640](#): Continuance of Advisory Council

November 17, 2010: [Executive Order 13559](#): Fundamental Principles and Policymaking Criteria for Partnerships with Faith-Based and Other Neighborhood Organizations

June 1, 2004: [Executive Order 13342](#): Establishment of Centers for Faith-Based and Community Initiatives at the Departments of Commerce and Veterans Affairs and the Small Business Administration

December 12, 2002: [Executive Order 13279](#): Equal Protection of the Laws for Faith-Based and Community Organizations

January 29, 2001: [Executive Order 13199](#): Established the White House Office of Faith-Based and Community Initiatives

# Federal Centers for Faith-Based and Neighborhood Partnerships



White House Office of Faith-Based and Neighborhood Partnerships (WHOFBNP)

U.S. Department of Veterans Affairs

U.S. Department of Health and Human Services

U.S. Department of Housing and Urban Development

U.S. Department of Homeland Security

U.S. Agency for International Development

U.S. Department of Agriculture

U.S. Department of Commerce

U.S. Department of Education

U.S. Department of Labor

U.S. Small Business Administration

U.S. Department of State

U.S. Department of Justice

Environmental Protection Agency

Securities and Exchange Commission

Corporation for National and Community Service

# Executive Order

## **Establishment of The White House Office of Faith-Based and Neighborhood Partnership– ESTABLISHED FEBRUARY 14, 2021**



Faith-based and other community-serving organizations are vital to our Nation's ability to address the needs of and lift-up low income and other underserved persons and communities. Principal functions include:

- Promote awareness among diverse civil society leaders of opportunities to partner—both financially and otherwise—with the Federal government to serve people in need and to build institutional capacity)
- Assist in organizing more effective efforts to serve people in need across the country and around the world, in partnership with civil society, including faith-based and secular organizations
- Empower faith-based and secular organizations by assisting in the delivery of vital services in neighborhoods across the nation

# Faith-Based and Community Organizations (FBCOs)



We are the “door” into the VA for faith-based and community organizations:

- Establish a Veterans ministry or welcome center in your organization where Veterans can connect regularly
- Partner with VA CFBNP to host outreach events that consist of suicide prevention training, E-Benefits, homelessness, survivor assistance, and much more
- Serve as a resource and referral point for your community of Veterans, their families, and beneficiaries



# Objectives with FBCOs

- Provide FBCOs with tools and resources about VA programs and services.
- Disseminate to FBCOs comprehensive community-based Veteran suicide prevention resources and training.
- Connect FBCOs with housing and VA services for homeless Veterans.
- Develop and coordinate partnerships for outreach efforts to disseminate information and resources to faith-based, community, and non-profit organizations.
- **Continually growing partnerships nationwide. Join us to reach the 20 million Veterans in the United States!**

# Strategies

- Conduct 2-3 collaborative webinars per month; to include 1 suicide prevention training each month.
- Host annual Roundtable/Summit with internal and external partnerships.
- Weekly dissemination of GovDelivery bulletins to our subscribers- sharing information with internal and external partners.
- Weekly exchange of information from the White House Center for Faith-Based and Neighborhood Partnerships and the other 14 Federal agency faith-based partnership centers.
- Weekly outreach and contact with Faith-Based Community Organizations (FBCO).

# External Partners



THE WARRIOR'S  
JOURNEY



Volunteers  
of America®

KLOVE

Google



MUSIC CITY  
BAPTIST CHURCH



WORKFORCE SOLUTIONS  
GREATER DALLAS



National  
Council of  
Churches



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# PSA Development and Distribution



## Faith and recovery PSA

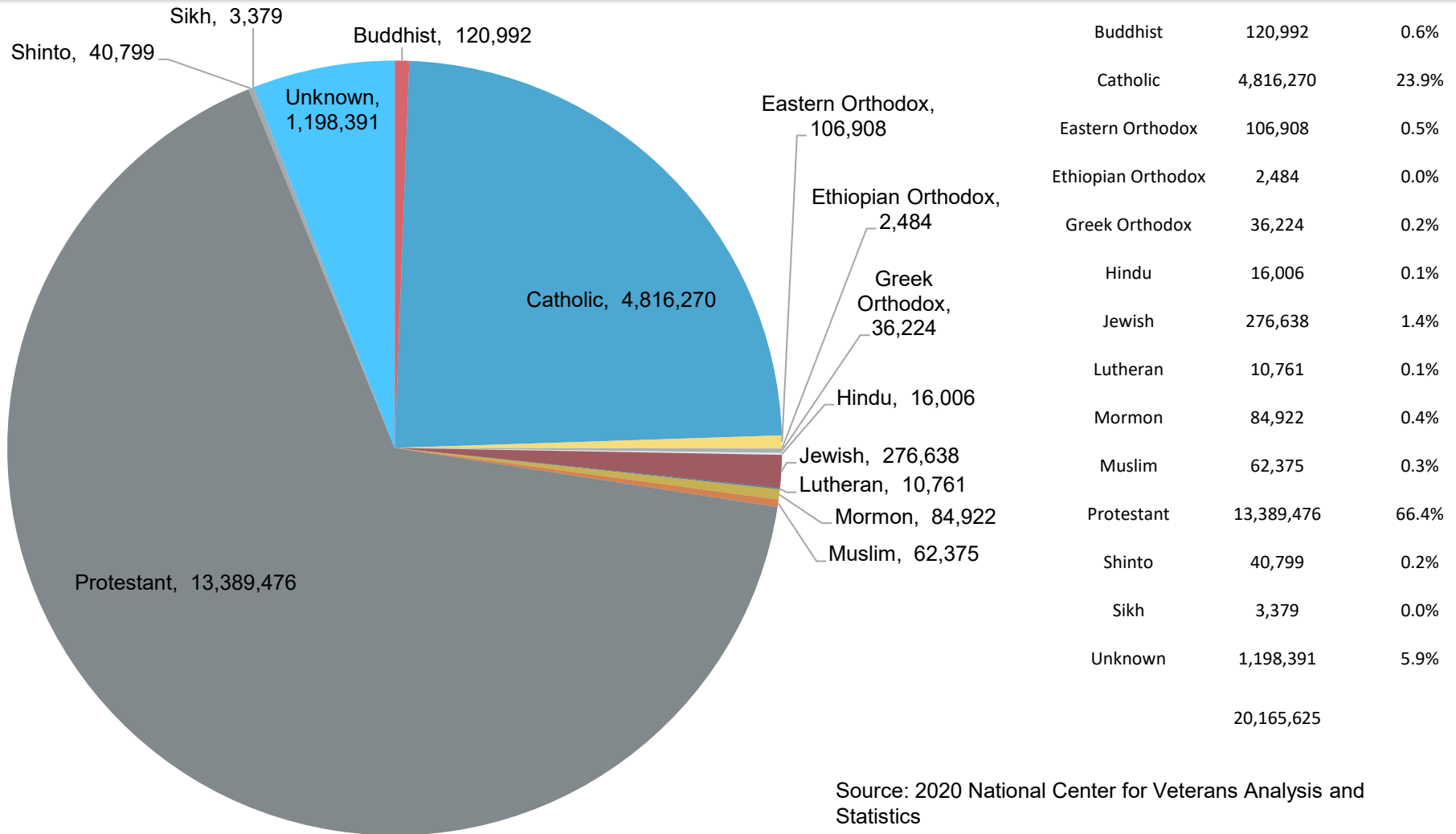
- Podcast with The Warriors Journey (TWJ):
  - Episode 56; “Serving Those Who Serve”
- Featured on Dallas radio station K-Heaven 970 AM (KHVN, Dallas) to promote VA’s “2019 Symposium: Suicide Prevention in Faith Communities”

## Radio PSA

- Podcast with KLOVE syndicated radio station that reaches nearly 24,000 listeners nationwide
- Podcast with "Frontlines of Freedom", weekly, two hour syndicated Military News & Talk Radio show that reaches over 100,000 listeners per week with over 170 radio stations

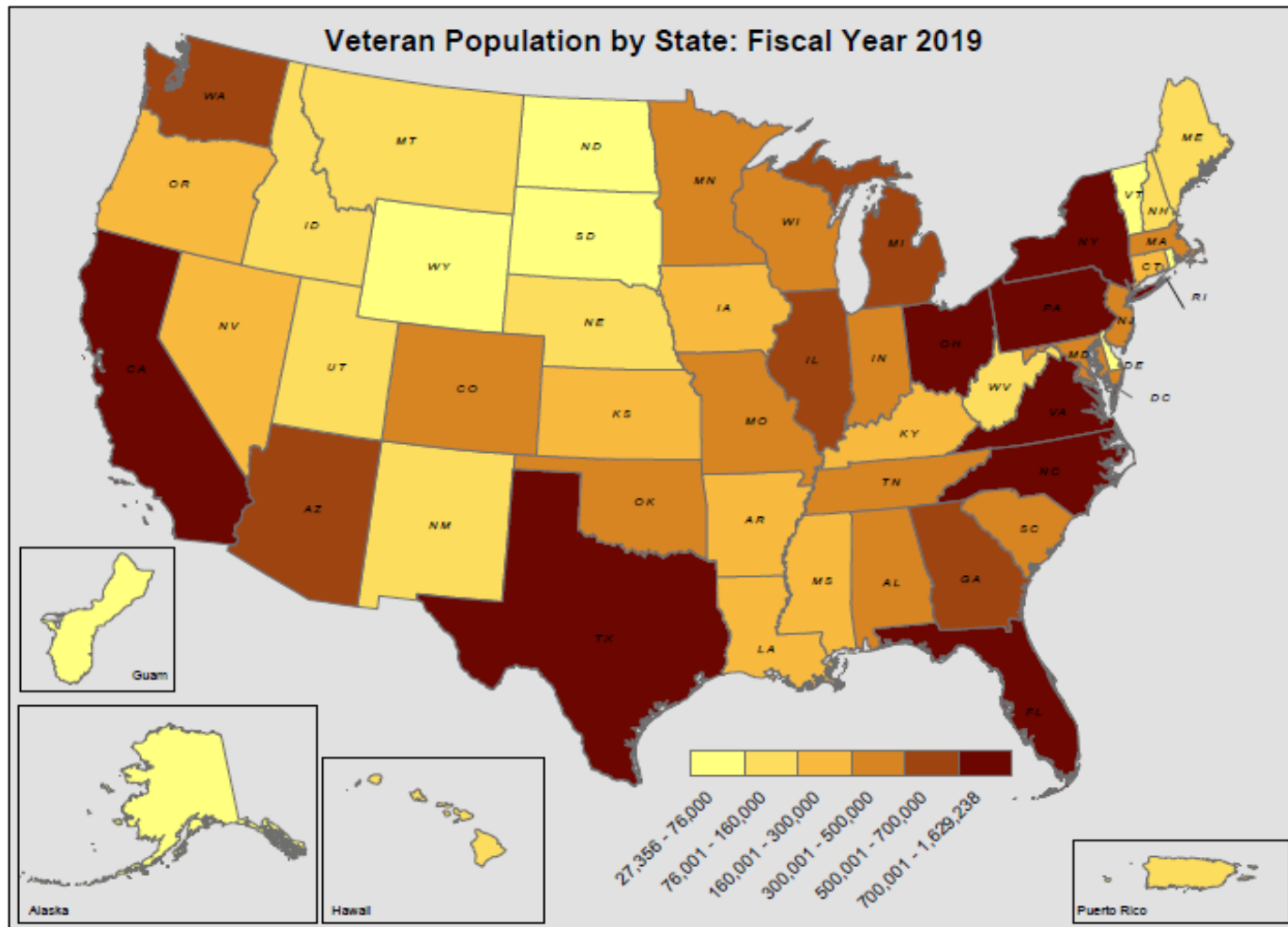


# Veteran Religious Affiliations





# Veteran Population-Nationwide



Source: Department of Veterans Affairs, Data Governance and Analytics, Veteran Population Projection Model (VetPop), 2018 as of 9/30/2018

Prepared by the National Center for Veterans Analysis and Statistics



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# Operations

- Coordinated suicide prevention training to hundreds of clergy and faith-based leaders across the nation.
- Outreach partnership event with City of Dallas, Dallas Workforce solutions and Red, White, and You led to 14,000 open positions, over 2100 interviews, over 200 contingent offers and nearly 20 on-the-spot hires (Pre-COVID).
- Established new partnerships with external faith-based and non-profit organizations; Unity Freewill Baptist Church, Global Ministries for Lutheran Hour Ministries, Mighty Oaks Foundation, Boeing Corporation, University of Utah, Concordia University, Purdue University's Military Family Research Institute (MFRI), Detroit Pistons, and numerous houses of worship nationwide.
- CFBNP participated in interviews with radio stations shows; "Frontlines of Freedom" that reaches over 100,000 listeners per week with over 170 plus radio stations nationwide and K-Heaven-Dallas which reaches the Dallas, Texas population of over a million along with K-LOVE and The Warriors Journey (TWJ).

# Outreach Events (Pre-COVID)





# Outreach Events (Pre-COVID) cont.



“Start a Military Support Group Ministry in Your House of Worship” Donate needed Items to Homeless Veterans, Provide Deployment Care Packages, Organize Conferences & Workshops, Visit Veteran Homes, Recognize Service Members and Veterans During Military Appreciation Month, and participate in Community events

# Pocket Guide - How to Start a Veterans Ministry or Welcome Center



## What does it look like?

- Small Cell Groups (example: Every Tuesday)
- Veterans Group for men/women (example: Every Wednesday)
- Fishing/Coffee (example: 2nd Saturday of each month)
- Supporting spouses of Veterans (example: oil changes, mowing grass)

For additional information, go to our website at [www.va.gov/CFBNP](http://www.va.gov/CFBNP) to join and start a Veteran Ministry or Welcome Center



# CFBNP Contact Information

Director: Conrad Washington  
[conrad.Washington@va.gov](mailto:conrad.Washington@va.gov) or at (202) 461-7865

Senior Program Specialist: Trulesta “Tru” Pauling  
[Trulesta.Pauling@va.gov](mailto:Trulesta.Pauling@va.gov) or at (202) 821-3848

Program Specialist: William Morales Jr.  
[William.Morales2@va.gov](mailto:William.Morales2@va.gov) or at (202) 461-0753

Program Specialist: Nicholas Walters  
[Nicholas.Walters@va.gov](mailto:Nicholas.Walters@va.gov) or at (202) 443-5374

CFBNP WEBSITE:  
[www.va.gov/cfbnp](http://www.va.gov/cfbnp)

CFBNP EMAIL:  
[VACFBNP@va.gov](mailto:VACFBNP@va.gov)

# The Department of Veterans Affairs Health and Wellness Centers

Aiming to keep you healthy while you  
are working!



# Health and Wellness Centers

## Locations

### **VA Central Office (VACO)**

810 Vermont Avenue, NW, Suite 135  
202.461.5056  
7:00 am to 5:00 pm

### **1800 "G" Street**

1800 "G" Street, NW, Suite 438  
202.461.9110  
7:30 am to 4:00 pm

### **Tech World (TW)**

801 "I" Street, NW, Suite 1202  
202.461.4499  
7:30 am to 4:00 pm

### **425 "I" Street**

425 "I" Street, NW, Suite 2E-404  
202.632.5858  
7:30 am to 4:00 pm

### **1100 First Street**

1100 First Street, NE, Suite 101  
202.632.7560  
7:30 am to 4:00 pm

# Health and Wellness Centers

## Services

- Limited Immunizations (Flu, tetanus and pneumococcal 23 valent vaccine)
- Allergy Immunotherapy injections (with doctor's orders)
- Physical Exams (for GS 14 and above by invitation only, no pre-employment physicals)
- First Aid Treatment
- Walk-in Care/Emergent Care
- Health Counseling/Education
- Resting Rooms/Rooms for Lactating Moms
- **No testing for SARS-CoV-2** (none of health units are able to screen or test employees for Covid 19 infection)

# Health and Wellness Centers

## Available Screenings

- Blood Pressure Screenings
- Cholesterol Screenings
- Colorectal Cancer Screenings
- Diabetes Screenings
- Glaucoma Screenings



# Health and Wellness Centers

## Activities

Support for DVA sponsored events including but not limited to:

- \* Human Resource's Benefits Fair
- \* VA Goes Red
- \* VA2K
- \* Bring Your Kids To Work Day
- \* Customer Service Fair
- \* Public Service Recognition Fair
- \* Safety Fairs

## Community Service

**Eyeglass Collection For Donation to the Lion's Club Recycling Program**

# Health and Wellness Centers

## Flu Season/Flu Vaccinations



Flu season typically starts in October, peaks end of January/beginning of February and continues through March/April. One of the best ways to prevent getting the flu and passing it on to others is to get a flu vaccination.

The Health and Wellness Centers offer complimentary flu vaccination to ALL VA Federal Employees (no contractors). Flu vaccination should be available in October and will continue to be available throughout the flu season.

Look out for a Broadcast message to learn of times and dates for the flu vaccination at the Health and Wellness Center nearest you. Please keep in mind that due to the Corona virus pandemic, we will have everyone following enhanced safety measures to minimize risks.



# Health and Wellness Centers



**VACO**

**810 Vermont Ave, NW, Suite 135**

**Staff:**

**Physician: Pending Incoming MD**

**Nurses: Gauntlet Pinna, RN  
Millicent Animley, RN**

# Health and Wellness Satellite Centers



**1800 G Street, NW**  
**Suite 438**

**Staff:**

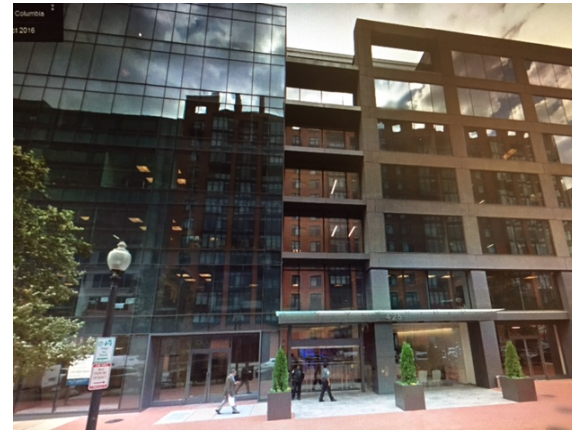
**Nurse: Maureen Heyi, RN**



**Tech World, 801 I Street**  
**Suite 1202**

**Staff:**

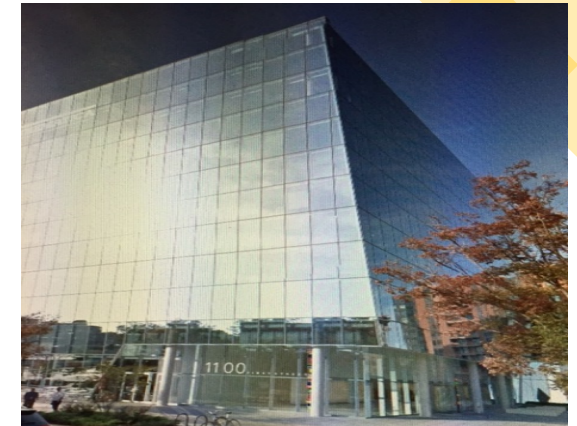
**Nurse: Annmarie Lepore, RN**



**425 I Street, NW**  
**Suite 2E-404**

**Staff:**

**Nurse: Miesha Walker, RN**



**1100 First Street, NE**  
**Suite 101**

**Staff:**

**Nurse: Alexandra Wiredu, RN**

**Nancy Anthracite, MD** - lead physician, rotates at all four satellite sites.



## **VA Central Office Library**

**Location:** 810 Vermont Avenue NW

**Room:** 9th Floor, Room 975

**Telephone:** (202) 461-7573

**Hours:** Monday – Friday, 8:00 am – 5:30 pm

**Your Gateway to  
Knowledge Resources**



# VA Central Office (VACO) Library

Service all Central Office employees, including staff of the Secretary's Office and all Administrations and Program Offices. The library specializes in conducting research and in designing and providing information services to fulfill the Department's four statutory missions:

- Patient Care
- Health Professions Education
- Research
- Medical Preparedness



## U.S. Department of Veterans Affairs Central Office (VACO) Library 2019-2025 Strategic Plan

### *Collaboration, Discovery, and Innovation*

To serve all VACO employees, including staff of the Secretary's Office and all Administrations and Program Offices' to fulfill the Department's four statutory missions – Patient Care, Health Professions Education, Research, and Medical Preparedness. VACO Library specialize in conducting research, and in designing and providing information services to promote maximum use of the library's resources.

# VA Central Office Library



**Reference and  
Research  
Services**



**Knowledge  
Resources**



**Outreach and  
Special Projects**



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of Veterans Affairs** 283

# VACO Library Staff

**Janice Young** - [Janice.Young@va.gov](mailto:Janice.Young@va.gov)

- Library Director
- o. (202) 461-0134
- c. (202) 285-7855

**Faith Steele** - [Faith.Steel@va.gov](mailto:Faith.Steel@va.gov)

- Reference Librarian

**Mary Means Short** - [Mary.Means@va.gov](mailto:Mary.Means@va.gov)

- Administrative Support Specialist

**Robyn Washington** - [Robyn.Washington@va.gov](mailto:Robyn.Washington@va.gov)

- Interlibrary Loan Technician

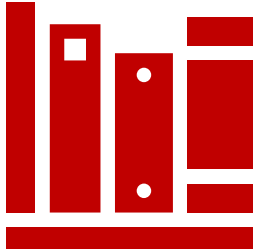
**Ternell McCullough** – [Ternell.McCullough@va.gov](mailto:Ternell.McCullough@va.gov)

- Serials Technician



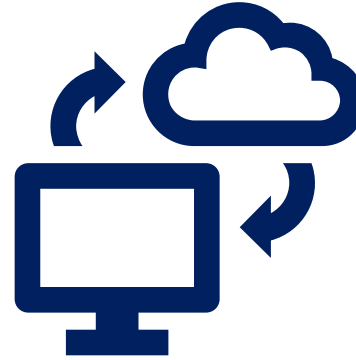


# Knowledge-Based Resources



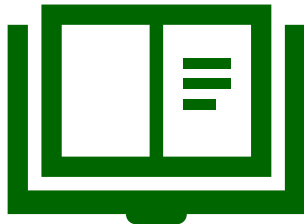
## Full Text Journals & eBooks

From your desktop you can access, read, print, and save full text articles and chapters from over 7,000 journals and 15,000 e-Books.



## Online Databases

Access scholarly, peer reviewed resources from the library's 55+ databases.



## Online Catalog

Conveniently browse the library's collection of books, journals, and special collection materials from the comfort of your office.



## Special Collections & Subject Guides

Historical books and journals covering military medicine and veterans. Subject guides created from carefully tailored resources to support VA Central Office employees.



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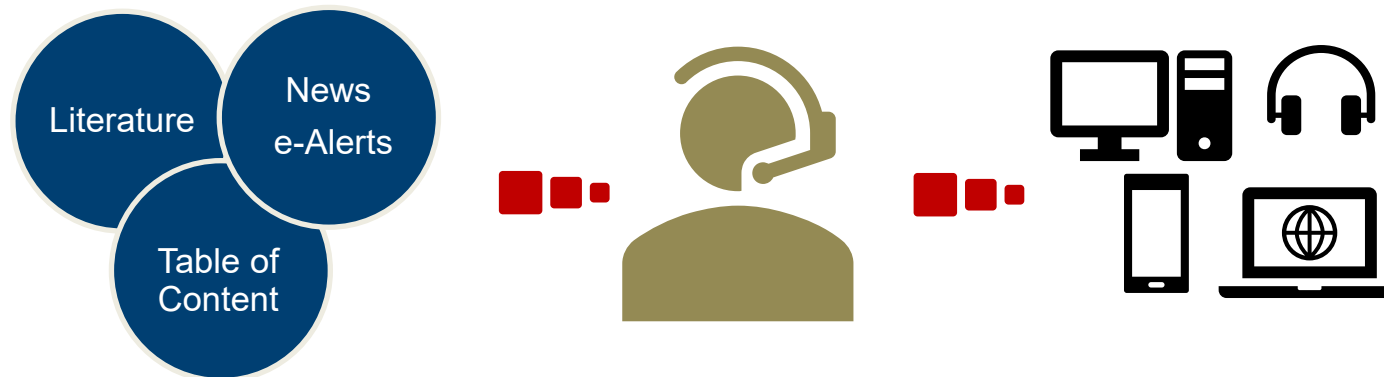


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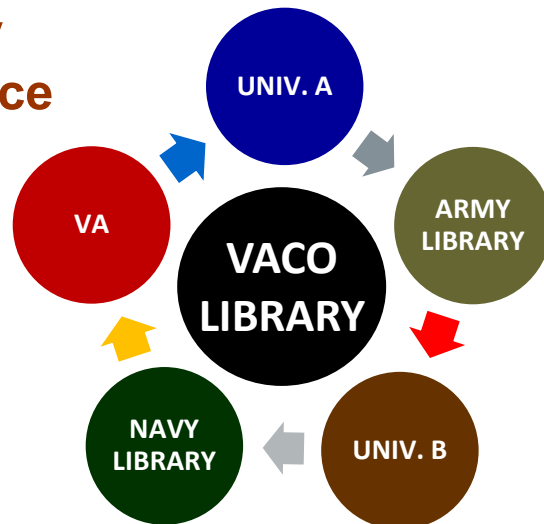


# Reference and Research Services

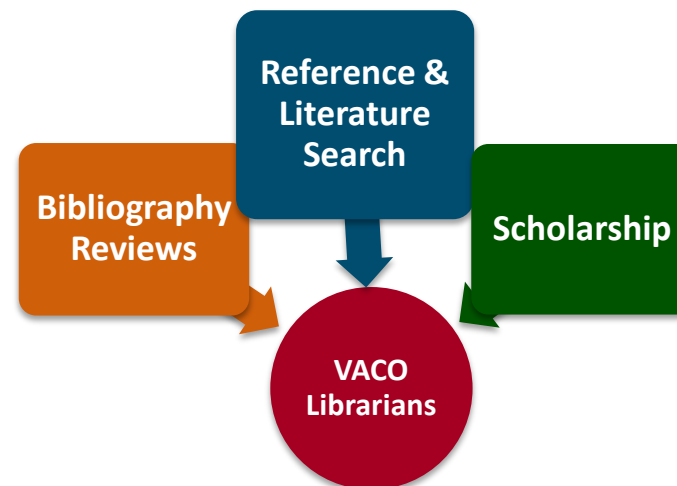
## Literature and Table of Content (TOC) e-Alerts



## Interlibrary Loan Service



## Reference and Research Services



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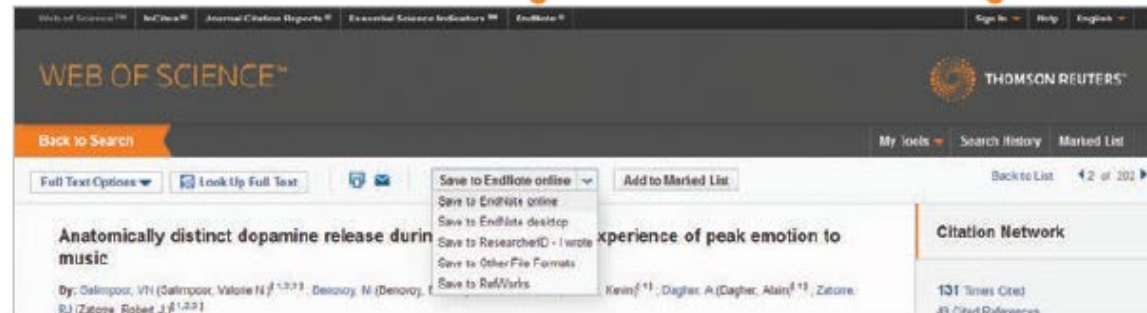


Contact the VACO Library if you have questions how to establish an online account

Access to EndNote Online starts at the VACO Library SharePoint portal.  
If you're a remote employee, this process requires VPN validation and then ATHENS authentication.

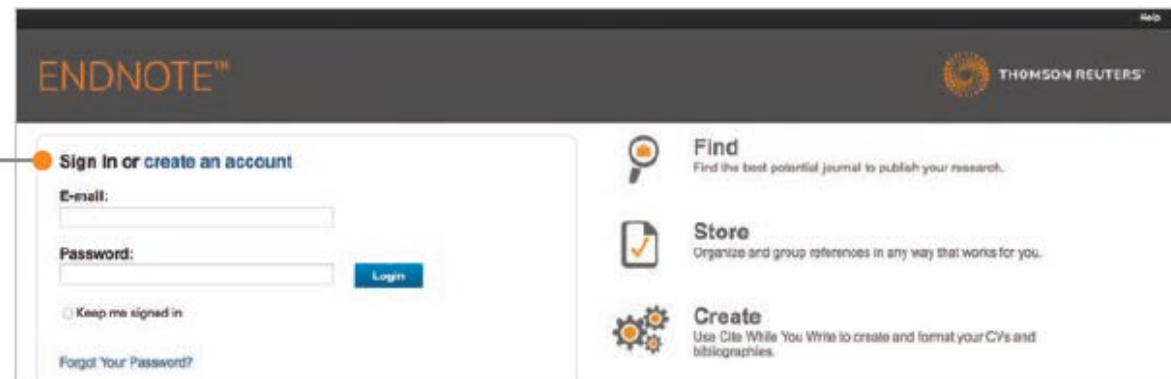
## WEB OF SCIENCE USERS

Sign in to the Web of Science and click the **EndNote** link from the top menu bar to open your EndNote library.



## BASIC USERS

If you do not have EndNote desktop or access to Web of Science, go to [my.endnote.com](https://my.endnote.com) and sign up for a free account.



## Contact Us

The Office of General Counsel (OGC) Law Library is located on the 11<sup>th</sup> floor in room 1177, on the “I” Street side of the building.

OGC Law Library website:

[<internal link deleted>](#)



## Proprietary Databases

The Law Library has access to several commercial databases for legal information - Lexis Nexis, PACER, Cyberfeds, and HeinOnline. The Law Library will gladly help you with searches in proprietary databases as time allows.

The only database not limited to OGC personnel is HeinOnline, which is open to all VA personnel. The web address is [www.heinonline.org](http://www.heinonline.org). HeinOnline provides access to federal information available from GPO but extends back to the 1930's. HeinOnline also provides access to law reviews.

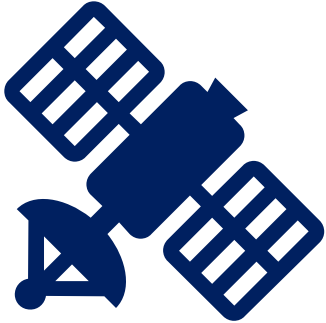
To access the HeinOnline account:

Username: **<information deleted>**

Password: **<information deleted>**



# Remote Access = Athens Account



When you are not on the VA network, an Athens account allows you to access online library resources purchased by the VACO Library or nationally from home or away from work by using a single username and password.

To register for an account and for a list of resources not available through Athens remote access view:

[https://www.va.gov/LIBRARY/remote\\_access.asp](https://www.va.gov/LIBRARY/remote_access.asp)



Choose **VA**

**VA**



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of Veterans Affairs 289

# Information Security Awareness Training

Information **System** Security  
Officer:

La Toya Butler-Cleveland



Office of Information Security  
Field Security Service



# Introduction

Information Security Awareness helps protect VA computer systems and data. It helps to ensure:

- Confidentiality, integrity, and availability
- Timely and uninterrupted flow of information
- Protection from fraud, waste and abuse





# Why is your diligence important?

- Security incidents cost the VA a lot of money, just like anywhere else.
- Identity theft affects approx. 15 million individuals annually and can take years to correct.
- Defending against malware is a losing battle.
  - Antivirus software - even the better ones only defend against about 20% of known viruses.
- Biomedical Devices – Biomed devices are not intended to surf the internet and can have serious consequences if used inappropriately.



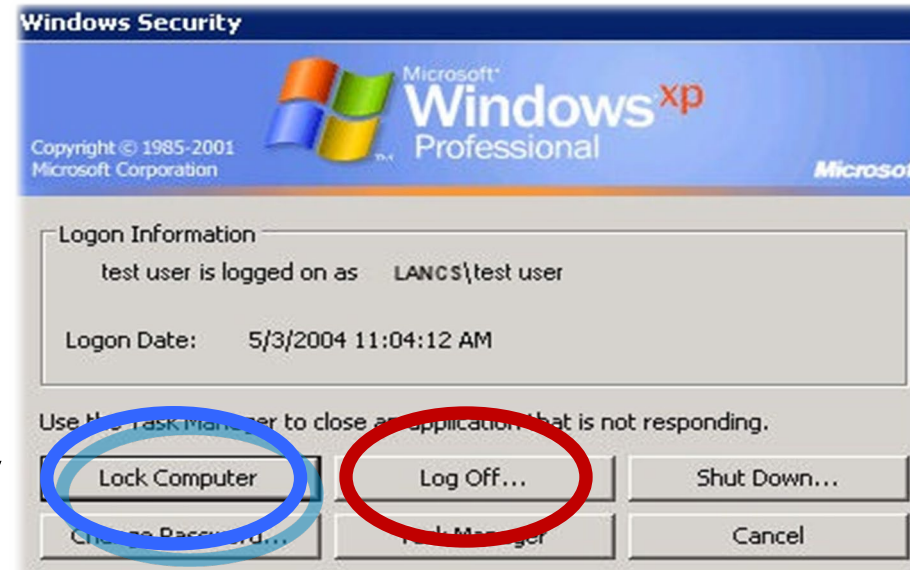
# Rules of Behavior (ROB)

- VA workforce must complete TMS Privacy/Information Security **Training** at **Entry On Duty (EOD)** and annually which includes signing ROB
- Everyone who uses VA information and information systems must accept responsibility for safeguarding VA resources
- Computer access may be suspended or terminated if training is not accomplished.
- Signing ROB indicates agreement to uphold all of the behaviors stated in the Rules
- The VA National ROB also contains the consequences of inappropriate behavior which ranges from verbal/written reprimand to loss of job



# What can you do?

- It is your responsibility.
  - Ctrl + Alt + Delete
  - **Lock** or **Logoff** your computer
- Printing PII
  - Know where your printer is
  - Remove document right away
  - Keep it in a secure place.
  - Use locked shred bins provided for disposal of sensitive data.
- Only access information required to perform your job responsibilities.
- Since most computer viruses are spread by email, do not open attachments from people you don't know.



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# What can you do?

- Use encryption for Email containing sensitive information.
- Using Public Key Infrastructure (PKI) to encrypt a message:
  - Validates authenticity
  - Maintains confidentiality
  - Protects it from alteration



**Or**

Using Microsoft Rights Management System (RMS) to encrypt a message

**REMEMBER:** When sending Personally Identifiable Information (PII) in Outlook about a Veteran or VA employee, it **must be encrypted!!**



**VA**



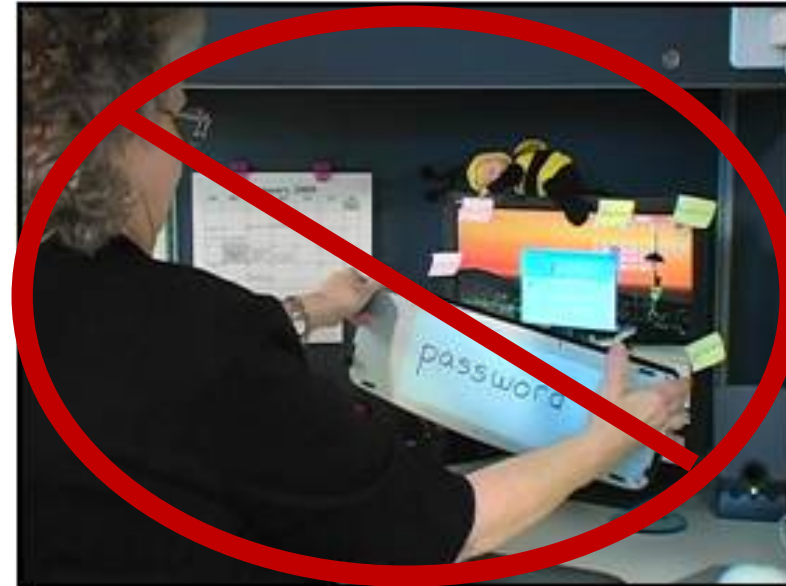
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# Passwords

## Do:

- Must be changed every 90 days
  - Have at least 8 characters
  - Use at least 3 of the following
    - Upper-case letters (ABC...)
    - Lower-case letters (...xyz)
    - Special characters (#, &, \*, or @)
    - Numbers (0123456789)
  - Keep it safe under lock and key
- \*\* Not under your keyboard or mouse!!**



## Do Not:

- Share your password
- Use personal references (name, birthday, address)
- Use automatic password-saving features
- Let anyone stand near you while you type your password

Information Security Awareness Training



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# Incidents

If you suspect VA information systems have been violated or compromised, report this to your **ISSO** immediately.



## Examples of Security Incidents include:

- Viruses, lost or stolen computers, missing or compromised files
- Unauthorized sharing of sensitive information
- Leaving a workstation signed on/unattended; Failure to log off



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# Internet Security

To ensure the confidentiality, integrity, and availability of the Department of Veterans Affairs (VA) network, websites that are considered to consume excessive resources or that contain harmful or inappropriate content (e.g., gambling, pornography, etc.) are blocked

**Use the Internet responsibly. Internet is intended for government use.**

- Use involves minimal additional expense to the government
- Use occurs during non-working times
- Use must not interfere with official duties or the official duties of others
- Is ethical and legal

**The use of the Internet is continually monitored**

When you misuse your Internet access it can:

- Disrupt the intended use of the Internet
- Waste resources (people, capacity, computer)
- Destroy the integrity of computer-based information
- Compromise the privacy of users



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# Contingency Plan



In the event of an emergency such as:

- Hurricanes
- Fire
- Flood
- Computer Failure

**Will You Know What To Do??**

**\*Please Ask Your Supervisor For More Information**



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# Sanctuary

**Sanctuary is a USB port monitoring and blocking software and is installed on all VA computers.**

The following devices are now blocked by Sanctuary:

- USB devices including thumb drives, cell phones, Blackberry devices, iPods, MP3 players, etc.
- Floppy disk drives
- Writable CD/DVD drives



**\*\*You may be subject to disciplinary action if connecting an unauthorized device to your computer.**



Information Security Awareness Training

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# Any Questions ?



Contact Information:

LaToya Butler-Cleveland  
202-461-6893

OI&T Help Desk 1-855-673-4357



Office of Information Security  
Field Security Service







# AFGE



**“Big Enough to Win”**



*AFGE fights for jobs & future of federal employees*



# AFGE



## American Federation of Government Employees

- Founded 1932
- Motto: “To Do For All That Which No One Can Do For Oneself”
- Largest Federal Sector Union in the United States
- Over 300,000 dues-paying members
- The Department of Veterans Affairs makes up 1/3 or 100,000 members



# AFGE

## Membership



- Benefits coordinator Tom Higgins: financial planning, short-term disability, life insurance; credit cards; discounts mortgage, etc...
- Right to participate in union democracy
- Membership meetings generally the first Tuesday of every month
- No duty to take a non-member's case to arbitration
- Member is more likely to have the union represent him or her before the EEOC, MSPB, and OSC



# AFGE

## Representation



- Negotiate: performance standards and any changes in working conditions
- Grievance: a procedure to enforce your rights under the Master Agreement
- Informal dispute resolution: alternative dispute resolution (mediation/facilitation); pre-decisional involvement; and partnership agreements with various senior executives to resolve disputes informally
- Arbitration: the union elects to have a neutral third party decide the grievance, which is binding on both parties
- EEOC, MSPB, and OSC: not a duty but a decision by the local



# AFGE



## The Master Agreement

- Negotiated by the National VA Council (NVAC)
- Strongest collective bargaining agreement for workers in the federal government
- Covers many issues including telework, scheduling, performance, discipline, details, removals, leave (the Family and Medical Leave Act), etc...
- Management has a duty to provide every BU employee a copy of the Master Agreement





# AFGE



## Local 17 Officers

- President: Douglas Massey
- First Vice President: Calanit Kedom
- Second Vice President: Alfreda Smith
- Third Vice President: Gillian Slovick
- Treasurer: Zorina Pritchett
- Secretary: Bill Wetmore
- Sergeant-at-Arms: Joel Gustave

Democratically elected Executive Board serving three-year terms



# AFGE



## Local 17 Achievements

- Negotiate telework for hundreds of employees at VBA and BVA
- Favorable settlements in various EEO cases
- Numerous proposed removals mitigated to reprimands/admonishments
- 14-day suspension mitigated to a reprimand



# AFGE



## Local 17 Achievements cont...

- Prevented a supervisor from removing compressed work schedules for nine employees
- Eliminated an unreasonable quota for approximately 400 employees
- Successfully litigated three arbitrations involving telework, and unlawful removal, and performance standards



# AFGE



## Local 17 Membership

- Union offices located at 810 Vermont Ave, NW - Room B-30 and 425 I Street NW, Room 2E414
- Exclusive representative for all bargaining unit (BU) employees at VA Central Office (VACO)
- VACO: Almost 3,000 BU employees in over 11 different buildings



# AFGE



## Local 17 Membership cont...

- Check BU status in box 37 of your SF 50. If “8888” shown, you are NOT in the BU
- Local 17 has a duty to represent all BU employees fairly, in good faith, and without discrimination, regardless of membership
- BU employees are protected by the Master Collective Bargaining Agreement (“Master Agreement”)





# AFGE

**Local 17 Dues**



- Dues: \$17.75 every two-week pay period
- Money goes to arbitrations, training, and AFGE/NVAC
- Local 17 is unique in that we litigate all our arbitrations, saving thousands of dollars in attorney's fees
- AFGE National and NVAC lobbies for your rights: cost of living adjustment (COLA) for federal workers, stopping the downgrades across the Department, and benefits



# AFGE

**Local 17**



**“ Alone We Can Do So Little;  
Together We Can Do So much”**

**-Helen Keller**